DOCUMENT RESUME

ED 376 835 IR 055 305

AUTHOR Jackson, Mary E., Comp.; Croneis, Karen, Comp.
TITLE Uses of Document Delivery Services. SPEC Kit 204.
INSTITUTION Association of Research Libraries, Washington, D.C. Office of Management Services.
REPORT NO ISSN-0160-3582
PUB DATE Nov 94
NOTE 127p.
AVAILABLE FROM ARL Publications Department, Association of Research Libraries, 21 Dupont Circle, N.W., Washington, DC 20036.
PUB TYPE Guides - Non-Classroom Use (055) -- Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01/PC06 Plus Postage.
DESCRIPTORS *Academic Libraries; Costs; Higher Education; Interlibrary Loans; Library Material Selection; *Library Policy; Library Services; Library Statistics; Library Surveys; Periodicals; Pilot Projects; *Research Libraries; Resource Allocation; Users (Information); *Use Studies
IDENTIFIERS *Document Delivery Services

ABSTRACT

This document summarizes the results of a 1994 survey regarding the use of document suppliers by 90 ARL (Association of Research Libraries) members. A document supplier was defined as "a company or service that supplies documents for a fee." Document suppliers are increasingly used by research libraries as cost-effective solutions to the decreasing buying power of library budgets, multiple serial cancellations, and perceived weaknesses in traditional ILL (interlibrary loan) services. The survey elicited answers to a wide range of questions including reasons for use, charges and costs, service and quality, and direct patron use of document suppliers. Eighty-seven percent of the respondents used document suppliers, up from 74% two years prior. Fifty-six respondents recorded an increase in their use of document suppliers from the previous year. This growth can be attributed to the rising number of ILL requests, the existence of multiple pilot projects, the emergence of new suppliers, and enhanced services offered by existing suppliers. Materials submitted by the responding libraries, which make up the major part of the kit, are organized into sections containing survey results, selection policies and procedures, pilot projects, annual reports, evaluations and statistics, sample flyers, information about document delivery suppliers, and selected readings. (DGM)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☐ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 204

Uses of Document Delivery Services

ED 376 835

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
CA Mandel
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

IR055 305

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

BEST COPY AVAILABLE

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 204

Uses of Document Delivery Services

November 1994

INTRODUCTION

At one time, "resource sharing" was simply another name for reciprocal agreements between libraries that were negotiated by interlibrary loan (ILL) departments. As libraries rethink their roles and how they serve their users, the definition of resource sharing has been expanded to encompass commercial documents delivery services.

Document suppliers are increasingly used by research libraries as cost-effective solutions to decreasing buying power of library budgets, multiple serial cancellations, and perceived weaknesses in traditional ILL services. SPEC Kit #204 summarizes the use of document suppliers as cited by the 90 ARL members that responded to the questionnaire mailed in early 1994. For the purpose of the survey, a document supplier was defined as "a company or service that supplies documents for a fee." The survey elicited answers to a wide range of questions including: reasons for use, charges and costs, service and quality, and direct patron use of document suppliers.

SURVEY RESULTS

Document suppliers are used by 87% of the respondents. Two years ago, SPEC Kit #184 reported that 74% used these services. In this survey, 56 respondents recorded an increase in their use of document suppliers from the previous year. This growth can be attributed to the rising number of ILL requests, the existence of multiple pilot projects, the emergence of new suppliers, and enhanced services offered by existing suppliers.

Respondents most often use document suppliers because of 1) faster turnaround time than ILL, and 2) the inclusion of copyright/royalty fees in the charge. When selecting a specific vendor, speed of delivery was the most important criterion, with ease of ordering and subject coverage ranking second and third respectively.

Only 12 of the responding institutions do not use document suppliers to fill patron requests for photocopies. Reasons for non-use are varied: supplier fees too expensive, inclusion of copyright/royalty fees, lack of funds to purchase copies, and the lack of knowledge concerning document suppliers. Several respondents are currently investigating the feasibility of using document suppliers.

Approximately 70% of the respondents project increased use of document suppliers in the next fiscal year. Reasons for the increase include serial cancellations coupled with fixed acquisitions budgets; continued increase in demand; availability of new suppliers or campus access to different suppliers; increase in end-user ordering; and the need to balance staff workload with demands for faster service. No respondent projected a decrease in use, although 18 noted that use would remain steady.

Organizationally, ILL is the library department that most often uses document suppliers (82%). Other departments noted include reference, circulation, document delivery, serials, and current periodicals. In 23 institutions, departmental or branch libraries also place orders with suppliers, with the majority serving the sciences or engineering. The OCLC ILL System is the method by which most orders are sent to document suppliers.

A wide variety of document suppliers are used, some quite heavily. Fifty different suppliers were cited, including one in Moscow. The five most frequently used are, respectively, the British Library Document Supply Centre, UMI's Article Clearinghouse, Chemical Abstracts Service, UnCover, and ISI's The Genuine Article. The average number of requests filled by a document supplier was 1,550, with the Canada Institute for Scientific and Technical Information (CISTI) filling the largest number, 11,630.

Just over half of the libraries do not have a separate budget line for document suppliers. Of the 39 libraries that do have a separate line, 26 allocate money from acquisitions/materials. Other sources include general administration, photocopy account, and the document delivery budget. For the current fiscal year, 39 libraries have budgeted a total of $770,278 for document suppliers, or an average of $19,750. Budgeted amounts ranged from $70,000 to $200. In the past fiscal year, an average of $9495 was spent on purchasing materials from document suppliers, with amounts ranging from $120,000 to $25.

Forty-five respondents absorb all costs of ordering documents from suppliers. Only 10 institutions ask their patrons to pay the entire cost. For the 20 institutions that split the cost between the library and the user, the library absorbed between $6 to $25 of the initial cost, with users paying any

amount in excess. Most of the libraries that pass costs on to users charge a flat-fee, ranging from $2 to $5.

The survey asked respondents to evaluate document suppliers against traditional ILL services. When compared with the libraries most frequently used to supply photocopies via ILL, document suppliers were rated better than ILL for turnaround time, expedited processing, and delivery options. Document suppliers were rated about the same as ILL for copy quality, billing/invoices, and requesting options. However, they were rated worse than ILL for coverage. A number of comments indicated that the relative performance depended on the specific supplier, with one respondent noting, "We have some excellent service from reciprocals; suppliers are better than most non-reciprocals."

ISSUES AND TRENDS

This survey documents the widespread interest in and use of document delivery suppliers by ARL libraries. Two broad issues emerge as trends to monitor: user-initiated document ordering, and user expectations.

User-initiated document ordering. The responding libraries were most divided on the issue of providing access for patrons to place orders directly with suppliers. Forty libraries do not provide this service, although 11 noted that this capability is being explored. Several cited the lack of password security and problems with local accounting restrictions. Of the 49 libraries that do provide direct patron access, all pass the charges on to the users. Of the libraries that offer end-user access and ordering, UnCover and OCLC's First Search are most commonly used.

User-initiated document ordering offers the potential to minimize the labor-intensive nature of the ILL process. Direct patron ordering may be more cost-effective and more staff-efficient than ILL-mediated ordering in the long run. Additional research is needed on the costs of library-mediated and user-initiated document ordering.

User expectations. User satisfaction depends on timeliness of delivery, availability of materials, and ease of use, and reasonable costs. Library use of document suppliers is primarily based on an assumption that suppliers can provide faster, and therefore better, service than ILL. In addition to timeliness, the availability of materials, measured either by subject coverage or the range of years covered, also effects the level of satisfaction of using document suppliers. Each of the five most frequently used suppliers are collections-based, either owning their materials or having ready access to external collections. Although document suppliers have comprehensive collections in science and business, they are weaker in the social sciences and humanities.

As user-initiated ordering becomes more widely available, users will expect ordering and delivery to be easier than traditional ILL. Libraries are facilitating user ordering by providing access to document suppliers through local online systems, rather than at dedicated terminals. Fax machines and Ariel workstations installed at library service points, in dorms, or elsewhere on campus will permit users to receive documents directly. Libraries are reviewing internal policies and practices to make end-user ordering as easy as possible, and also reducing the library workload.

Additional study is required to determine users' needs for convenient access to document suppliers and user-friendly ordering systems, as well as preferences for ordering and delivery methods. Providing access is the first step; training users how to use that access effectively is just as important. As systems proliferate, library staff scramble not only to keep themselves up-to-date, but also to meet user needs and demands for education and training.

SUMMARY

Libraries and library users need to receive documents quickly, inexpensively, and easily. Unfortunately, neither libraries nor document suppliers are currently able to meet all three of these criteria. Both libraries and document suppliers can often meet all the criteria for specific requests, but are unable to do so consistently. Therefore, tradeoffs between service, speed, and cost must be identified and carefully weighed when selecting a document supplier or library.

Based on actual and projected increases, libraries will continue to expand their use of document suppliers. Approximately half of the libraries participating in this survey have not budgeted for document delivery services. Library administrators will want to address the entire range of costs: out-of-pocket expenditures for documents, investments in equipment, labor, and unmet users' needs and expectations.

ARL libraries are moving toward a more user-centered document ordering environment. Although the current level of use varies significantly, document suppliers have become a viable option for libraries to obtain materials for library users. Each library must determine the optimum balance of library-mediated and user-initiated services that will most effectively and efficiently meet the needs of its particular user community.

This Kit and Flyer were compiled by Mary E. Jackson, Visiting Program Officer, Association of Research Libraries, and Karen Croneis, Head Departmental Library Services, Washington University, and was prepared as part of the OMS Collaborative Research/Writing Program.

SPEC Kit and SPEC Flyer (ISSN 0160 3582) Copyright ©1994 by the Association of Research Libraries, Office of Management Services. OMS grants blanket permission to reproduce this information for educational use as long as complete attribution is given. For commercial use, requests should be sent to the ARL Publications Department, Association of Research Libraries, Suite 800, 21 Dupont Circle, NW, Washington, DC 20036. SPEC Kits and Flyers are available by subscription. Individual back issues may be purchased by contacting the ARL Publications Department.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Uses of Document Delivery Services

A SPEC Kit compiled by

Mary E. Jackson
Association of Research Libraries

and

Karen Croneis
Washington University

November 1994

Editor.....Laura Rounds, OMS Program Officer for Information Services

Production Manager.....Annette C. Verna, Program Assistant for Marketing and Production

SPEC Kits are published by the
Association of Research Libraries
Office of Management Services
21 Dupont Circle, NW
Washington, DC 20036
(202)296-8656
FAX (202)872-0884

Copyright ©1994 by the Association of Research Libraries,
Office of Management Services
ISSN# 0160 3582

Systems and Procedures Exchange Center: Supporting Effective Library Management for Over Twenty Years

The ARL Office of Management Services has served the library community for over twenty years with programs and publications geared toward improving performance in library management. The SPEC program was established in 1973 to identify expertise and encourage its exchange among library staff through an on-going survey and review process. Originally established as an information source for ARL member libraries, the SPEC program has grown to serve the needs of the library community world-wide.

What are SPEC Kits and Flyers?

Published ten times per year, SPEC Kits and Flyers contain the most valuable, up-to-date information on the latest issues of concern to libraries and librarians today. SPEC Kits and Flyers are the result of a program of surveys on a variety of topics related to current practice and management of library programs in the ARL membership. The SPEC Flyer is a two-page summary of the status of a current area of interest. It comments on the present situation, reports on the results of an ARL membership survey, and forecasts future trends. The SPEC Kit contains the SPEC Flyer and the best representative supporting documentation from the survey in the form of policy statements, handbooks, manuals, cost studies, user studies, procedure statements, planning materials, and issue summaries. A valuable feature of each SPEC Kit is its selected reading list containing the most current literature available on the topic for further study.

Subscribe to SPEC Kits

Subscribers tell us that the information contained in SPEC Kits and Flyers is valuable to a variety of users, both inside and outside the library. The SPEC Flyer is an inexpensive current awareness tool for keeping up-to-date on important library management topics. The documentation found in SPEC Kits is a good point of departure for research and problem solving. SPEC Kits and Flyers lend immediate authority to proposals and aid in setting standards for designing programs or writing procedure statements. SPEC Kits function as an important reference tool for library administrators, staff, students, and professionals in allied disciplines who may not have access to this kind of information.

SPEC Kits and Flyers can be ordered directly from the ARL Office of Management Services or through your library vendor or subscription agent. For more information contact the ARL Publications Department at (202)296-8656 or fax to (202)872-0884.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 204

Uses of Document Delivery Services

November 1994

Table of Contents

Survey Results 3

Selection Policies and Procedures

University of Colorado
Factors Affecting the Choice of Commercial Suppliers 11

University of Houston
When to Use Which Fee-Based Document Supplier at the University of Houston Libraries 13

Stanford University
Criteria for Document Delivery 15
Document Delivery Cheatsheet 16

Syracuse University
Document Express Procedures, Public Service Desks, E.S. Bird Library 19
Using CARL UnCover 2; Procedures for Document Express 20

Pilot Projects

University of California, San Diego
Trial Project Proposal 23
Collection Development Funds to Increase Access via ILL 25
Information Broker A/B 27

University of Colorado
Exploring Document Delivery Options: A Pilot Study of the University of Colorado System 29
Colorado Technical Reference Center's Use of Commercial Document Suppliers 34
Document Delivery Pilot Project: University of Colorado (CU) Four Campus System 48

University of Houston
CARL UnCover Project at the University of Houston Libraries 49

University of North Carolina, Chapel Hill
Test of Cancellation of High-Cost/Low-Use Journals and Replacement with Article Delivery 55
Fund Lists for Cancellation/Document Delivery Project 56
Cancellation/Document Delivery Project: Your Questions 57
Document Delivery Test in Academic Affairs Library 60
Document Delivery Test Update and Questions 61

Rice University
Report of the Three Month Pilot Project to Provide Rapid Delivery of Journal Articles by the Interlibrary Loan Department of Fondren Library, Rice University 65

Temple University
Document Delivery Pilot 69

University of Texas
UnCover Project Update and Recommendations for Continuation 73
Test of UnCover 74
ILS Fees Task Force Report 76

Annual Reports, Evaluations and Statistics
University of Colorado
Statistics Summary 81

Syracuse University
Document Express User Satisfaction Survey 83
Document Delivery Task Force Final Report 84

Washington University, St. Louis
FY 94 Document Delivery Service: Annual Summary 87
Vendor Analysis - FY 94 89
Document Delivery Service Annual Comparisons 90

Sample Flyers
Brown University
Interlibrary Loan: Questions and Answers 93

Syracuse University
Document Express 95

Document Delivery Suppliers

British Library Document Supply Centre 99

Chemical Abstracts Service Document Delivery Service 103

Institute for Scientific Information
The Genuine Article 107

UMI Article Clearinghouse 111

UnCover 115

Selected Readings: Document Delivery Services 121

SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF MANAGEMENT SERVICES

SPEC SURVEY--USES OF COMMERCIAL DOCUMENT DELIVERY SERVICES

Contact Person:_____ **Title:**_____

Library/Institution:_____ **Telephone:**_____ **Email:**_____ **Fax:**_____

BACKGROUND

1. What was your total borrowing volume (requests received from your local patrons) for the last completed fiscal year?
   - #_____ Loan requests
   - #_____ Photocopy requests

2. How many borrowing requests (reported in question #2) were filled?
   - #_____ Loan requests
   - #_____ Photocopy requests
     - #_____ Filled by other libraries
     - #_____ Filled by commercial document suppliers

3. Does your library use document suppliers to fill patron requests for photocopies?

78 YES (Total-Primary-Other)

because (check all that apply; double check the primary reason):

- 54-23-31 Faster turnaround time than ILL
- 4- 0- 4 Less expensive than ILL
- 12- 0-12 Fill rate higher than ILL
- 53-13-40 Copyright/royalties included
- 16- 2-14 Broad subject coverage
- 10- 1- 9 Range of years covered
- 6- 0- 6 Delivery direct to library patrons
- 22- 1-21 Easy ordering options
- 15- 0-15 Choice of delivery methods
- 14- 2-12 Less library staff involvement
- 24- 0-24 Other. Please specify:

12 NO

because (check all that apply; double check the primary reason):

- 0-0-0 Too slow
- 2-0-2 Too expensive
- 1-0-1 Fill rate too low
- 2-0-2 Copyright/royalties included in price
- 1-0-1 Subject coverage not broad enough
- 0-0-0 Poor copy quality
- 4-1-3 Not in library budget/no money
- 1-0-1 Too difficult to find holdings information
- 2-0-2 Don't know enough about commercial suppliers
- 0-0-0 Lack of support from supervisor/administration
- 1-0-1 Too library staff-intensive
- 6-2-4 Other. Please specify:

IF YOUR LIBRARY DOES NOT USE COMMERCIAL DOCUMENT SUPPLIERS, PLEASE GO TO QUESTION #18. OTHERWISE, CONTINUE TO THE NEXT QUESTION.

4. In what year did your library begin using commercial document suppliers? 19____

21 Dupont Circle, Washington, D.C. 20036
202 296 8656 FAX 202 872 0884

USE OF COMMERCIAL DOCUMENT SUPPLIERS

5. Organizationally, which department(s) place(s) orders directly with document suppliers? Check all that apply; double check the department/unit that most often uses document suppliers.

(Total-Most-Uses)

74-25-49 Interlibrary Loan
7- 0- 7 Reference
1- 0- 1 Circulation/Access Services
6- 3- 3 Document Delivery unit
23- 0-23 Departmental/branch library. Please specify: _____
9- 0- 9 Other. Please specify: _____

6. For the previous year, which document suppliers have you used? (Check all that apply. Include number of requests sent to and filled by each, if possible.)

	Supplier	#sent to	#filled by
0	ADONIS	_____	-
7	Article Express	_____	150
0	OCLC Dispatch Services (Article First)	_____	-
64	British Library Document Supply Centre	_____	1,843
18	Canada Institute for Scientific and Technical Information (CISTI)	_____	11,630
52	Chemical Abstracts Service	_____	957
14	DIALOG Information Services	_____	1,853
6	Dynamic Information	_____	24
2	Faxon Xpress	_____	12
12	Fee-based services in libraries. Please specify: _____	_____	319
30	The Genuine Article (ISI)	_____	3,092
0	Information Access Corp.	_____	-
5	Information Express	_____	65
8	Information on Demand	_____	18
5	Information Store	_____	9
9	MathDoc	_____	51
3	RLG's CitaDel	_____	1
64	UMI Article Clearinghouse	_____	1,776
38	UnCover	_____	3,012
27	Other. Please specify:	_____	962

7. How is a supplier chosen for a specific request? Please rank, using #1 as most important reason.

(The smaller the number, the more important.)

2.1 Speed of delivery
2.8 Ease of ordering
3.3 Cost of articles
4.3 Deposit account/clear invoices
3.7 Availability of rush/expedited processing/delivery
3.1 Subject coverage
- Other. Please specify: _____

8. By which methods are orders sent to document suppliers? Check all that apply; double check the method used most often. (Total-Most-Used)

68-32-36 OCLC ILL System
2- 1- 1 RLIN ILL System
0- 0- 0 WLN ILL System
15- 1-14 Dialog
3- 0- 3 Other. Please specify:

23- 4-19 Electronic mail
47- 8-39 Fax
31- 9-22 Supplier's order system
31- 3-28 Telephone

9. Comparing this fiscal year with last fiscal year, how has your library's use of document suppliers changed?

56 Increased over last year. Why?
4 Decreased over last year. Why?
16 Stayed about the same as last year. Why?

10. What changes in the use of document suppliers do you project for the next fiscal year?

63 Will increase next year. Why?
0 Will decrease next year. Why?
18 Will stay about the same. Why?

CHARGES, COSTS, AND BUDGETING

11. In the last complete fiscal year, how much did your library spend on:

Purchasing materials from document suppliers? $_____
Passwords/access to document supplier systems? $_____

12. Did your costs for the past fiscal year increase over the previous year?

50 Yes. Why?
15 No.
8 Have not used document suppliers that long.

13. Are copyright/royalty charges separated on document supplier invoices?

24 No.
36 Yes, but we don't keep that information separately.
0 Yes. During the last fiscal year, the library spent $_____ on copyright/royalty charges
18 Other. Please specify:

14. Who pays for documents the library orders from document suppliers?

45 Library pays the entire cost.
10 Patron pays the entire cost.
20 Library and patron split the cost. Please detail:
8 Other. Please specify:

15. Does the library have a separate budget line for document suppliers?

45 No. Why not?

39 Yes. The money is allocated from:

26 Acquisitions/materials 0 Public services

1 General administration 9 Other. Please specify:

16. For the current fiscal year, how much has the library budgeted for document suppliers?
$____

SERVICE/QUALITY

17. Compared to the libraries you most frequently use to supply photocopies via ILL, please rate the document suppliers according to the following:

	Better than ILL	About the same	Worse than ILL
Copy quality	5	66	5
Turnaround time	40	30	3
Billing/Invoices	22	43	4
Requesting options	25	40	5
Expedited processing	39	26	5
Delivery options	31	27	4
Coverage	12	22	30

PATRON USE OF DOCUMENT SUPPLIERS

18. Does the library provide access for patrons to place orders directly with document suppliers?

40 No. Why not?

0 Yes, and the library pays the bill.

49 Yes, and the patron pays the bill.

0 Yes, and the library and the patron split the bill. Please detail:

19. By which methods can patrons send orders to document suppliers?

20 OCLC's First Search 3 Fax

8 RLG's CitaDel 4 Telephone

39 UnCover 7 Supplier's dedicated ordering system

2 Electronic mail 2 Other. Please specify:

PLEASE INCLUDE POLICY STATEMENTS ON THE USE OF DOCUMENT SUPPLIERS IF AVAILABLE.

Thank you for your time! Please return the survey and documentation by **April 15, 1994** to:

Karen Croneis
Olin Library
Campus Box 1061
Washington University
One Brookings Drive
St. Louis, MO 63130
FAX: 314/935-4045 VOICE: 314/935-5467 Kcroneis@library.wustl.edu kcroneis@wulibs.bitnet

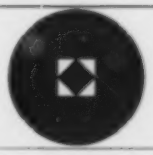
Commercial Document Delivery Services
SPEC Survey - April 1994

Libraries Responding

1. Alabama
2 Alberta
3. Auburn
4. Boston
5. Boston Public
6. Brigham Young
7. British Columbia
8. Brown
9. California, Davis
10. California, Irvine
11. California, Los Angeles
12. California, Riverside
13. California, San Diego
14. California, Santa Barbara
15. Center for Research Libraries
16. Chicago
17. Cincinnati
18. Colorado
19. Dartmouth
20. Duke
21. Emory
22. Florida
23. Georgetown
24. Georgia
25. Georgia Institute of Technology
26. Guelph
27. Hawaii
28. Houston
29. Howard
30. Illinois-Chicago
31. Illinois-Urbana
32. Indiana
33. Iowa State
34. Johns Hopkins
35. Kansas
36. Kentucky
37. Laval
38. Linda Hall Library
39. Louisiana State
40. McMaster
41. Maryland
42. Massachusetts
43. Massachusetts Institute of Technology
44. Michigan
45. Michigan State
46. Missouri
47. National Agricultural Library
48. National Library of Canada
49. Nebraska
50. New Mexico
51. New York Public Library
52. New York State Library
53. New York University
54. North Carolina
55. North Carolina State
56. Notre Dame
57. Ohio State
58. Oklahoma
59. Oklahoma State
60. Oregon
61. Pennsylvania
62. Pennsylvania State
63. Pittsburgh
64. Princeton
65. Purdue
66. Queens
67. Rice
68. Rochester
69. Rutgers
70. Saskatchewan
71. Southern California
72. Southern Illinois
73. Stanford
74. SUNY, Buffalo
75. Syracuse
76. Temple
77. Tennessee
78. Texas
79. Texas A & M
80. Tulane
81. Utah
82. Virginia
83. Virginia Tech
84. Washington
85. Washington State
86. Washington, St. Louis
87. Waterloo
88. Wayne State
89. Western Ontario
90. York

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTION POLICIES AND PROCEDURES

ASSOCIATION OF RESEARCH LIBRARIES  OFFICE OF MANAGEMENT SERVICES

COLORADO TECHNICAL REFERENCE CENTER

Factors Affecting Choice of Commercial Suppliers

August 1994

I am writing this from the "rush" perspective, since that is how most of my supplier selection is determined. Each request has subtle differences making it unique from all other requests. These factors include but are not limited to:

1) turnaround time requested by the client
2) format needed by the client (originals or fax copy)
3) cost (is client willing to pay rush plus extra costs if necessary)
4) time of day request is received (choice of a west-coast supplier might be vital if client needs same-day service and there is a very short time to get the item)
5) which equipment (OCLC terminal, PAC terminal for Uncover orders, fax machine, Dialog computer) is available for use

Dependability is the number one factor I use in selection of a commercial supplier. Through trial and error and experience, I have learned that the following suppliers are most useful in the following conditions:

Fast, dependable, resonable:

Medical: BIS (Biomedical Informations Service); BASIS (now absorbed by ESTIS); NLM (not exactly a commercial supplier, but charges about $11.00 for a same-day or next-day fax. I use them very sparingly because of who they are).

General, scientific, many foreign languages:
Linda Hall Library; CRL (maybe not so fast, but pretty dependable and resonable); other fee-based services I use include ESTIS, FYI, NYPL. UMI and ESL are good but not as reliable as the others; Uncover2 and Uncover complete are mostly reliable but fax quality varies from pretty good (seldom wonderful) to unreadable.

Patents: Library Connection for both U.S. and foreign (they automatically refer foreign patent requests to British Library).

U.S. government reports: NTIS. Very reliable rush (5 day) service; other U.S. government departments are generally very cooperative in sending photocopies and reports, even rush.

Japanese language: JICST (Japan Information Center for Science and Technology) very reliable and not costly, very courteous and customer oriented, US rep is in Washington D.C.

Other journal articles or reports not readily available from other sources: publishers and authors are usually very helpful and sometimes will send magazines or their reports for free.

Fast, dependable, expensive:

General, Scientific, foreign-language: BLDSC (very reliable, courteous and customer oriented).

Scientific, General: UMI, CAS--I have found these suppliers good but perhaps somewhat less reliable than BLDSC. They sometimes take a day or two to fax articles and don't always call to inform about delays. They sometimes don't supply requested documents at all and I have to call to find out status of orders. UMI will sometimes send unordered duplicates of dissertations which I then have to return to them.

Maryel Owens

WHEN TO USE WHICH FEE-BASED DOCUMENT SUPPLIER AT THE UNIVERSITY OF HOUSTON LIBRARIES

1. If a requested article is not owned by libraries that have reciprocal borrowing agreements with us, order from CARL UnCover if available.

2. If a request for an article returns unfilled from 5 libraries that have reciprocal borrowing agreements with us, order from CARL UnCover if available.

3. If a request exceeds CONTU guidelines (6 or more articles from the same journal title published within the last 5 years) and not found in Copyright Clearance Center's Title and Fees: order from CARL UnCover, British Library Document Service Centre (for UK documents not available in U.S.), or from UMI Article Clearinghouse. Order whole issue from UMI if 3 or more articles are from the same issue.

4. If a request for a government-sponsored technical report is not available from OCLC libraries, order from NTIS via OCLC.

5. If a request for a U.S. patent is not available from depository libraries, order from Library Connection via fax. Order all foreign patents from Library Connection.

6. Order all requested standards from ANSI via fax.

7. If a requested chemistry article is not available from OCLC libraries, order from CAS via OCLC.

8. If a requested publication from a non-profit organization is not available from OCLC or RLIN libraries, order from the organization via telephone. Example: Society of Petroleum Engineers.

Criteria for Document Delivery

Patrons often need materials quickly to proceed with research so turn around time is critical for Swain. This must be balanced against cost so compromises are often made depending on the circumstances.

Materials must be clearly readable so I look for companies with good quality control. Sometimes material is really hard to locate and perseverence is important, as is feedback so I know the situation on a difficult search. (Patrons continue to ask about materials which don't arrive so its important to me to know the status of hard to find items.)

Any company where a deposit account can be set up has a real advantage and those companies which keep their billing systems simple also have a terrific advantage. Small units do not have time to figure out complex billing. (Individual billing for document delivery is to labor intensive and I will avoid these companies when possible.)

Ease of ordering is also a consideration, I prefer a phone/FAX/or e-mail. Specific forms and formats are time-consuming and I avoid companies which require them whenever possible.

Document Delivery Cheatsheet Swain

JOURNALS

Whenever possible journal articles are ordered through Baker which is Stanford's cooperative program with UC Berkeley. We usually get items within a week, and are billed twice a year. Books are never ordered through Baker.

Urgently needed journal articles are ordered through the Physical Science/Engineering FAX project. This is suitable when items are available at UC Berkeley or UC Davis.

CAS On-Line

Comprehensive source for obscure materials. We maintain a deposit account. Until recently materials were ordered on-line and the librarian placed orders because an experienced searcher minimized the connect time. It is now possible to place orders through e-mail which lowers costs and means the order can be placed at any time by support staff.

Stanford's Interlibrary Loan Department is used for materials we cannot get from other sources. (Turn around time is critical in the sciences and we don't know how long it takes to obtain materials through ILL, once order is placed we are out of the loop.)

BOOKS

Books are ordered through Stanford's ILL service. (Journal articles are ordered through ILL when the need is not urgent or when we can't find it through other sources.)

PATENTS

U.S. Patents are ordered from the Sunnyvale Patent Office where we have a deposit account. Service is prompt, billing is clear and simple.

Foreign Patents can now be ordered from the Sunnyvale Patent Office and we are experimenting with this service. Will probably

switch to this source if the service continues to be as prompt and if costs remain competitive.

Dynamic Information has been our traditional source for foreign patents. May or may not continue based on evaluation and comparison of other services for foreign patents. (Billing is unnecessarily complex for deposit accounts.)

British Library Patent Express

Suitable when large numbers of foreign patents are required. Each country must be listed on a different form with patents in ascending numerical order. Orders are FAXed through Library Connection. Service is prompt and inexpensive. (Do not have a deposit account so payments are labor intensive.)

Library Connections

Can provide U.S. patents issued within the last 5 weeks. Costs are low and this is the only source for recent patents. No deposit account because our volume is fairly low for these items.

DISSERTATIONS

UMI is our source for dissertations. We have a deposit account and order dissertations as requested by patrons.

Document Express Procedures
Public Service Desks
E.S. Bird Library

Interviewing

1. Verify that the user is an S.U. or ESF faculty, staff, or currently enrolled student.

2. Verify that article is not available in SUMMIT.

3. Determine timeframe within which the article is needed.

4. If within one week, supply Document Express form to be read and completed.

5. Clarify points of service

   - Subsidy - up to $8.00 per article for SU affiliates only
   - Price range - provide cost estimate
   - Procedures - notification, payment, pick up

Ordering

1. Search CARL UnCover. If article is listed, order. If journal is listed but not year required, use UnCover Complete service.

2. If not in UnCover, inform patron that request will be referred to ILL for UMI Article Clearinghouse verification. If not in UMI, ILL will inform patron, offer rush ILL service.

3. Articles ordered through CARL are sent to ILL fax. Those ordered by ISD or other service point will be routed to ISD office for patron notification.

4. Patron notified of cost, where and when to pick up article.

Accounting and Payment

1. Record all transaction information on Document Express form.

2. Deduct $8.00 subsidy.

3. Retain form with article in file until picked up.

4. Indicate payment information on form.

5. Deliver forms and funds collected to ISD secretary for statistics and retention.

pwm
rev. 8/94

Using CARL UnCover 2
Procedures for Document Express

CARL (Colorado Alliance of Research Libraries) UnCover 2 is an Internet-accessible database of table of contents information for many of the journals held by libraries in the CARL consortium. UnCover 2 provides online ordering for document delivery by fax, ARIEL (an RLG workstation located in ILL and Sci-Tech), mail, and other means, for titles identified through the database.

Syracuse University Library has a deposit account with CARL for document delivery service. Online orders for journal articles not held by SU can be placed for patrons and charged to this account. Please see the **Document Express Procedures** for complete details. This brief guide will explain procedures for using CARL and placing orders for articles.

1. Log on to your personal or departmental CMS or RODAN account. RODAN works better because it operates on line mode and eliminates the MORE.... and HOLDING.... problem that occurs in CMS.

2. To sign on to CARL, enter

   telnet pac.carl.org

   When prompted for a password, type _____

   Select terminal type **#8.HARDCOPY**

   From this point, follow screen prompts, selecting **Current Article Indexes and Access** and **UnCover -- Article Access**.

3. Depending upon the type of information provided by the requestor, you may search by author, title, or journal title for table of contents. **Follow screen prompts carefully**.

4. When the desired item is located and the record on the screen, you will be presented a choice for Delivery. When you choose this option, you will be presented with a series of lines to fill in with information about the request. Our deposit account number is _____ password is _____ (one word, all capitals).

5. All Document Express items should be faxed to the ILL fax number, **443-4507**. See attached sheets for examples of completed delivery form.

pwm

SYSTEMS AND PROCEDURES EXCHANGE CENTER

PILOT PROJECTS

UNIVERSITY OF CALIFORNIA, SAN DIEGO UCSD

BERKELEY • DAVIS • LOS ANGELES • RIVERSIDE • SAN DIEGO • SAN FRANCISCO SANTA BARBARA • SANTA CRUZ

9500 GILMAN DRIVE
LA JOLLA, CALIFORNIA 92093

February 8, 1993

To: Ginny Steel, Chair, PSAC
From: Tammy Dearie, Chair, Document Delivery/Interlibrary Loan Committee
Re: Trial Project Proposal

SUMMARY

This proposal seeks funding for trial usage of the CARL Uncover2 article delivery system as a supplementary ILL source for rush needs and non-UC holdings. The funds will be used to pay for Uncover2 delivery of such articles to participating UCSD libraries via fax.

BACKGROUND

In these times of diminishing materials budgets, emerging information technologies and services, and rising user needs and expectations, the UC libraries are seeking to offer timelier and more cost-effective access to publications available within and beyond the multi-campus system. Although improvements continue to be made in routine UC lending and delivery, there are irreducible (and perhaps unacceptable) delays associated with expedited transfers between campuses. For example, despite the clear potential of very rapid delivery of articles through fax, the unfortunate reality is that material availability, staff support, and other factors combine to turn many "rush" fax transactions into disruptive and time-consuming headaches, especially for the lending institution. Given these disincentives, it is not surprising that UCSD cannot obtain consistently good fax delivery from its partner libraries, and that getting timely faxes from some units borders on the impossible. (The Southern Science Libraries cooperative fax project is a happy exception, of course.) Such delivery problems are worsened when we must venture outside the UC system for materials, as other libraries have no need to treat our requests with favor, except insofar as we are willing to pay their charges for the transactions. Long waits for photocopies from non-UC sources are commonplace, and quick fax deliveries are difficult to arrange.

PROJECT DESCRIPTION

The Document Delivery and Interlibrary Loan committee will arrange a free trial of the CARL Uncover2 system, which consists of an article citations database (similar to Current Contents) and an on-screen ordering module. The system can be reached

through MELVYL and other Internet avenues, but access is controlled by passwords costing $900 per year ($765 for CLASS members). CARL staff have indicated their willingness to set us up with free searching for a period longer than their usual two-week trial offer, and to bill us at the end of the period for the articles we order. (The standard two-week trial provides search access, but requires a credit card for document ordering.)

During the trial, participating UCSD ILL staff will use the online Uncover2 system to request delivery of articles that would be problematic to obtain from UC sources in a timely fashion or are not held within the multi-campus system. Uncover2 offers rapid and cost-effective delivery of articles appearing in over 10,000 periodicals (more than CC and MAGS combined), with fax deliveries being the routine rather than the exception. Selected articles are faxed within one hour, and most others arrive within 24 hours. Document charges total around $10 per item, considerably less than the $18-22.50 fax rates charged by competitors such as UMI Article Clearinghouse and ISI Genuine Article. Use of Uncover2 as a supplementary source would be at the discretion of ILL staff based on the situational need for rapid delivery and/or the lack of the article within the UC system. Staff will be given instructions on accessing and searching Uncover2 prior to the start of the ordering trial. Uncover2 performance during the trial will be recorded to evaluate its potential to serve as a permanent source for selected article deliveries.

BUDGET

Given an ideal trial run of four to six weeks at the start of the Spring 1993 quarter, a grant of $500 (some 50 orders) should be sufficient to satisfy library-wide needs for article faxes during that period and to give the Document Delivery & Interlibrary Loan committee enough Uncover2 transactions to develop a meaningful understanding of system performance. The post-trial invoice total from CARL will depend on our actual usage, which can be monitored and controlled to stay within the $500 target.

UNIVERSITY OF CALIFORNIA, SAN DIEGO UCSD

BERKELEY • DAVIS • LOS ANGELES • RIVERSIDE • SAN DIEGO • SAN FRANCISCO SANTA BARBARA • SANTA CRUZ

9500 GILMAN DRIVE
LA JOLLA, CALIFORNIA 92093

May 9, 1994

To: Phyllis Mirsky, Chair, PSAC
From: Tammy Dearie, Chair, DDS/ILL Committee

RE: Collection Development Funds to Increase Access via ILL

In the 1993/1994 budget, George Soete, AUL for Collections, allocated $150,000 to fund proposals for "access in lieu of ownership" activities. In September the decision was made to distribute $75,000 for price increase coverage and to keep $75,000 available for access projects. The Document Delivery/Interlibrary Loan committee has discussed several proposals that could be funded with the remaining money. Attached is a proposal to fund an expediter at UCLA which would consume $21,288 of the funds. The remainder of the money would be used to fund deposit accounts or increase the funding to existing deposit accounts for document suppliers in order to facilitate borrowing activity; fund the upgrades to existing ARIEL workstations; purchase a new ARIEL workstation for BML; purchase new scanners for ARIEL at BML, MCL, and S&E, and to remodel and renovate the ILL work area at the Biomedical Library. Please contact me if you have questions about the proposals.

UCLA Expediter	$21,288
Document Delivery Suppliers:	
Uncover: (approximately 75 requests at $6.50, plus copyright royalty fees and fax surcharge)	1,000
British Library Document Supply Service: (add money to existing account; $16.50 per article with ARIEL delivery for 120 requests)	1,000
Dialog Order Service: (use Dialog OneSource to purchase patents, full-text articles, etc.)	1,000
ARIEL Upgrades:	
6 upgrades of Ariel for Windows, 2.0 ($149 each)	894
2 upgrades of Print Only Ariel for Windows, 2.0 ($50 each)	100
1 Ariel for Windows, 2.0 (CMRR) ($249)	249
7 copies of MS Windows ($50 each)	350

7 Mice ($50 each)	350
3 Fujitsu M3097 scanners for BML, MCL, S&E*	15,000
1 BML Ariel Workstations (486, printer, software, hardware, etc.; $789 for ARIEL, $4084 for workstation)	5,000 (est.)
BML ILL remodel: (increase and remodel existing ILL work area to make it more efficient and usable for existing staff and workstations)	20,000 - 25,000 (est.)
GA supplements to increase staffing: (remainder of money)	3,000 - 8,000
Total projected expenditures:	**$75,000**

* S&E replacement scanner will be used as a loaner for all ILL units, original S&E scanner will be given back to Chemistry, MCL scanner will be given to CMRR to complete their workstation.

INFORMATION BROKER A

Article Price:

$13.00 per item Plus $.10 each exposure
after the first 10 exposures.

Delivery charges:

Fax - $10.00 per order
Mail - $ 3.00 per package

RUSH charges:

4 hour turnaround $25.00 per order
24 hours turnaround $10.00 per order

INFORMATION BROKER B

Article Price:

$15.00 flat rate regardless of the
length of the article.

Delivery charges:

Fax - $1.00 per page
Mail - $3.00 per package

RUSH charges:

4 hour turnaround $10.00 per order
24 hour turnaround $ 5.00 per order

It is 8:00am and a company has just ordered two articles from us. They would like to have the articles faxed to them by 1:00pm. We do not own the journals these articles are in, so we need to place one order for two articles from another broker. (We need to make a $5.00 profit on each article we deliver).

The first article is 15 pages long and the second article is 5 pages long.

Which broker would you have fill our request in order to insure the best price for our customer?

How much would you charge the customer for this order?

The following tables are from an article on the University of Colorado System wide document delivery project. They are reprinted with permission of the authors, Glenda Thornton, Associate Director for Library Services, Auraria Library, University of Colorado at Denver, and Yem Fong, Head of Information Delivery Services, University Libraries, University of Colorado at Boulder. An abstract of the article is also included.

Exploring Document Delivery Options:

A Pilot Study of the University of Colorado System

ABSTRACT

In the spring of 1993, five libraries in the University of Colorado multi-campus system explored ways to provide expedited interlibrary loan (ILL) for materials owned collectively. As a result, a pilot study was launched to evaluate the feasibility of employing commercial document delivery as an alternative to ILL, and as a possible solution to the growing need for expedited information delivery. The goal of this study was to determine if a significant number of interlibrary loan requests could be supplied by commercial vendors reliably, cost effectively, and quickly. The results showed that libraries with small collections, large populations, and general patron needs could fill a high percentage of requests using commercial suppliers, while libraries with research or specialized needs experienced differing success rates depending on the titles and coverage offered by each service in the study.

Table 1.--Total requests placed by targeted population at each institution; Undergraduates (U), Graduates (G) or Faculty (F), and percent filled by UnCover and all commercial sources (CS) including UnCover.

Library	Target Population	No. of Requests	Available[1] from CS	Fill Rate UnCover	Fill Rate all CS
UCB	GS, F	558	261	19%	47%
UCD	GS, F	323	276	85	85
UCCS	F	514	354	37	69
UCHSC	U, GS, F	614	111	18	18
UC LAW	GS, F	24	6	25	25

[1]See Table 2 for quantities filled by each commercial source.

Table 2.--Average turnaround and cost for documents supplied by commercial sources for each library.

Commercial Source	Library	Documents Received	Average Turnaround (Days)	Average Cost
BLDSC	UCB	90	9.72	$13.83
UMI	UCB	66	6.07	8.49
UMI	UCCS	165	4.0	9.00
UnCover	UCB	105	2.13	10.87
UnCover	UCCS	189	1.0	10.40
UnCover	UCD	276	3.16	10.59
UnCover	UCHSC	111	1.9	11.93
UnCover	UC LAW	6	1.16	9.33

BLDSC and UMI supplied documents by U.S. mail, UnCover supplied documents by telefacsimile.

Table 3.--Turnaround distribution for UnCover documents supplied to the Auraria Library (UCD).

Days	Number filled	Cumulative Percent Filled
Same Day	53	19%
1	122	63
2	27	73
3	12	77
4	27	87
5	22	95
7	3	96
8	1	97
9	0	97
10+	9	100

Table 4.--User responses to the "expedited" service for all commercial suppliers combined, for UCB, UCD, & UCHSC, 25% return rate. Total responses = 256.

Question	Yes	No
1. Document supplied before date needed?	179	
2. Document supplied by date needed?	75	
3. Document not supplied by date needed?		0
4. Is quality acceptable?	228	28
5. Would pay nothing for expedited service	111	
6. Would pay $1.00 to 3.00?[1]	17	
7. Would pay $3.01 to 5.00?	111	
8. Would pay $5.01 to 15.00?	14	
9. Would pay $15.01 to 25.00?	0	
10. Would pay $25.01-?	0	
11. Would use such a service if available?	226	28

[1]This response was not provided, these users wrote in this amount.

University of Colorado at Boulder Libraries
Colorado Technical Reference Center

August 8, 1994

CTRC's Use of Commercial Document Suppliers

To date, CTRC has developed a very simple index to commercial suppliers which could be considered a "cheat sheet" of sorts. The index is primarily of regional and international commercial suppliers that are used infrequently but that are essential for many foreign or obscure publications. This index is arranged by:

A) Supplier's Name B) Broad Subject Category C) Key Word
(See attachment #1).

The index provides cross references to an in-house set of files on commercial document supliers. It is used in the following way. If CTRC needs to locate a supplier for Japanese technical papers, the staff could look in the index under either 'technology' in the Broad Subject Index or under 'Japan' in the Key Word Index to find JICST (Japan Information Center for Sciences and Technology) as a potential supplier. Then, by looking in the corresponding JICST file, the staff can locate all the information needed to order a document from this supplier.

This index is currently under revision to include more "Cheat Sheet" features in it such as turnaround time, basic fees, delivery methods, etc. (See attachment #2). Profiles of suppliers are designed to help the staff discern which service is most appropriate under the specific circumstance (i.e rush, cost,etc.).

In addition, CTRC is currently evaluating many of the major commercial suppliers, particularly those offering electronic ordering and delivery options. These suppliers include but are not limited to :

Dialog SourceOne
CARL Uncover
UMI
ArticleFirst (OCLC)
Library Connection
ArticleExpress
Information Express

We are tracking turnaround time, cost and quality for a four month period with the intention of developing a guide to these suppliers indicating quality, efficiency, delivery methods, etc. This would serve as a "cheat sheet" to assist staff in choosing the best supplier in each case. We are looking at these suppliers as viable options to traditional OCLC ordering.

SUPPLIER'S NAME

A.I.A.A. (American Institute of Aeronautics and Astronautics)
A.S.M.E. (American Society of Mechanical Engineers)
Arizona State University
Arizona University Health Sciences Center
Arizona, Health Sciences
Australia and New Zealand Annual Reports
BHRG
British Library Document Supply Centre
British Library Document Supply Centre Urgent Action Service
British Library Patent Express
CAS Document Delivery Service (Chemical Abstracts Service)
CRL (Center for Research Libraries)
Denison Memorial Library (University of Colorado Health Science Center)
Derwent Publications
Docline (Department of Health and Human Services)
Document Center
ERIC (Educational Resources Information Center)
ESL (Engineering Societies Library)
Georgia Tech (Georgia Institute of Technology)
Global Engineering Documents
Honolulu Information Service
Infotrieve Institute of Paper Science and Technology Library
Invention, Inc.
JAICI (Japanese Association for International Chemical Information)
JICST Document Delivery and Translation Service (Japan Information Center of Science and Technology)
Library of Congress
Library of Congress National Translations Center
Linda Hall Library
LS, Inc.
MicroMedia in Quebec
NACE (National Association of Corrosion Engineers)
National Ground Water Information Center
New York Public Library Photographic Service
NTIS (National Technical Information Service)
PASS (Petroleum Abstracts Search Service)
Polyglot Language Service
Rapid Patent Service
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)
SAE International (Society of Automotive Engineers)
SJ Delivery
Society for Biomaterials
Southwest Center for Codes & Standards (New Mexico State University)
Technical Pages, Inc.
UMI (University Microfilms, Inc.)
UNIPUB
USGS (U.S. Geological Survey)
West Virginia Geological Survey

c:\wp51\index\title.wp

CTRC BROAD SUBJECT INDEX

Bio-Sciences
- Society for Biomaterials

Business and Industry
- Australia and New Zealand Annual Reports

Chemistry
- CAS Document Delivery Service (Chemical Abstracts Service)

Education
- ERIC (Educational Resources Information Center)

Engineering and Technology
- A.S.M.E. (American Society of Mechanical Engineers)
- BHRG (British Hydromechanics Research Group)
- ESL (Engineering Societies Library)
- Global Engineering Documents
- NACE (National Association of Corrosion Engineers)
- SAE International (Society of Automotive Engineers)
- Southwest Center for Codes & Standards

General
- Arizona State University
- British Library Document Supply Centre
- British Library Document Supply Centre Urgent Action Service
- CRL (Center for Research Libraries)
- Georgia Tech (Georgia Institute of Technology)
- Infotrieve
- Library of Congress
- Linda Hall Library
- Micro Media in Quebec
- New York Public Library Photographic Service
- SJ Delivery
- Technical Pages, Inc.
- UMI (University Microfilms, Inc.)

Geology
- National Ground Water Information Center
- PASS (Petroleum Abstracts Search Service)
- USGS (U.S. Geological Survey)
- West Virginia Geological Survey

Goverment
- NTIS (National Technical Information Service)
- Document Center
- Honolulu Information Service
- UNIPUB

Law
- LS, Inc

Medicine

Arizona (University of) Health Sciences Center
Denison Memorial Library -- University of Colorado Health Sciences Center
LS, Inc.

Patents & Trademarks

British Library Patent Express
Derwent Publications
Invention, Inc.
JAICI (Japanese Association for International Chemical Information)
Polyglot Language Service
Rapid Patent Service

Sciences

Library of Congress National Translations Center
Linda Hall Library
Polyglot Language Service

Technology

A.I.A.A. Library (American Institute of Aeronautics and Astronautics)
Document Center
Georgia Tech (Georgia Institute of Technology)
Institute of Paper Science and Technology Library
JICST Document Delivery & Translation Service (Japan Information Center of Sciences & Technology)
Library of Congress National Translations Center
NTIS (National Technical Information Service)
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)
Southwest Center for Codes & Standards

c:\wp51\index\broadsub.wp
rev. 8/22/94 kes

CTRC KEY WORD INDEX

Aeronautics
A.I.A.A. (American Institute of Aeronautics and Astronautics)

Annual Reports
Australia and New Zealand Annual Reports

Arizona
Arizona (University of) Health Sciences Center
Arizona State University

Astronautics
A.I.A.A. (American Institute of Aeronautics and Astronautics)

Australia
Australia and New Zealand Annual Reports

Automotive
SAE International (Society of Automotive Engineers)

Berkeley
Infotrieve

Biomaterials
Society for Biomaterials

Books
Technical Pages, Inc.

Britain
BHRG (British Hydromechanics Research Group)
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)

British Library
British Library Document Supply Centre
British Library Patent Express

California
Infotrieve

Canada
Micro Media in Quebec

Chemical
CAS Document Delivery Service (Chemical Abstracts Service)
JAICI (Japanese Association for International Chemical Information)

Codes
Southwest Center for Codes & Standards

Colorado
Denison Memorial Library University of Colorado Health Science Center

Corrosion Engineers
NACE (National Association of Corrosion Engineers)

Courier
SJ Delivery

Dissertations
Micro Media in Quebec
UMI (University Microfilms, Inc.)

Education
ERIC (Educational Resources Information Center)

Engineering
ESL (Engineering Societies Library)
Global Engineering Documents
SAE International (Society of Automotive Engineers)

Geological
USGS (U.S. Geological Survey)
West Virginia Geological Survey

Georgia
Georgia Tech (Georgia Institute of Technology)

Government
Document Center

Ground water
National Ground Water Information Center

Hawaii
Honolulu Information Service

Health & Human Services
Docline Department of Health & Human Services

Health Science
Denison Memorial Library University of Colorado Health Science Center
Arizona (University of) Health Sciences Center

Histories
Invention, Inc.

Hydromechanics
BHRG (British Hydromechanics Research Group)

International
British Library Document Supply Centre
British Library Patent Express
Derwent Publications
Rapid Patent Service

International Agencies
UNIPUB

Japan
JAICI (Japanese Association for International Chemical Information)
JICST Document Delivery & Translation Service
(Japan Information Center of Sciences & Technology)

Language
Polyglot Language Service

Library of Congress
Library of Congress

Mechanical Engineering
A.S.M.E. (American Society of Mechanical Engineering)

Medical
LS, Inc.

Microfilm
UMI (University Microfilms, Inc.)

Missouri
Linda Hall Library

New Mexico
Southwest Center for Codes & Standards

New York
New York Public Library Photographic Service

New Zealand
Australia and New Zealand Annual Reports

Paper
Institute of Paper Science and Technology Library

Paralegal
LS, Inc.

Patents
Derwent Publications
Rapid Patent Service

Patents & Trademarks
Invention, Inc.

Petroleum
PASS (Petroleum Abstracts Search Service)

Plastics
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)

Publications
British Library Document Supply Centre

Research Libraries
CRL (Center for Research Libraries)

Rubber
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)

Rush
British Library Document Supply Centre Urgent Action Service

Science
Institute of Paper Science and Technology Library

Science & Technology
JICST Document Delivery & Translation Service
(Japan Information Center of Science & Technology)

Scientific
Library of Congress National Translations Center

Specifications
Global Engineering Documents

Standards
Global Engineering Documents
Southwest Center for Codes & Standards
Technical Pages, Inc.

Technical
Document Center
Library of Congress National Translations Center
Technical Pages, Inc.

Technical Information
NTIS (National Technical Information Service)

Technology
Georgia Tech (Georgia Institute of Technology)
Institute of Paper Science and Technology Library

Thesis
UMI (University Microfilms, Inc.)

Translation
JAICI (Japanese Association for International Chemical Information)
JICST Document Delivery & Translation Service
(Japan Information Center of Science & Technology)
Library of Congress National Translations Center
Polyglot Language Service

U.S.
USGS (U.S. Geological Survey)

UCLA
Infotrieve

Urgent
British Library Document Supply Centre Urgent Action Service

West Virginia
West Virginia Geological Survey

c:\wp51\index\keywords.wp
rev. 11-03-92 eld

C T R C

DOCUMENT DELIVERY SUPPLIERS

SUPPLIERS	DESCRIPTION	COMMENTS
Advanced Information Consultants	$6 from MI sources, Detroit area	
AGSM Company Information (Australian Graduate School of Management, Annual Report File)....		
A.I.A.A. (American Institute of Aeronautics and Astronautics).....	24-hr turnaround on order	
American Society of Metals.....	Use the metals abstract no. from the cites. $14 paper, $10 fax, 24-hr	
A.S.M.E. (American Society of Mechanical Engingeers).....		
Arizona State University.....	$10 loans/copies/fiche $15 fax	
Arizona Health Sciences Library.....	$8.00 per request +$5 fax charge	
Ark Information Services -(Australia and New Zealand Annual Reports).....	$30.00 individual reports	
Ark Information Services (European Financial Documents).....		
AT&T Bell Laboratories Library Network.....		
BHRG.....		
British Library Document Supply Centre in America.....		

SUPPLIER/ DESCRIPTION/ NOTES	
British Library Document Supply Centre in America.....	
British Library Document Supply Centre Urgent Action Service.....	
British Library Patent Express.....	
CAS Document Delivery Service (Chemical Abstracts Service).....	$14.00 by STN# $18.00 by CA/CIN#
C&EN Chemical and Engineering News	on-line full text database
Columbia Law School Library Information Services Program.....	$.50/page copy;$2.00/page fax
Construction Safety Association of Ontario (Information Products and Services).....	
Coors Technical Documents Department....	
CTIC Document Retrieval Service	
CRL (Center for Reserach Libraries).....	
Denison Memorial Library (Univeristy of Colorado Health Science Center).....	
Kerry Denny (Document Delivery Service)	Has employees at NLM,UIL,LHL, etc. Avg. cost $9-12
Derwent Publications.....	
Docline (Department of Health and Human Services).....	

Document Center.....	
ERIC (Educational Resources Information Center).....	
ESL (Engineering Societies Library)	
European Document Reserach Current Reports	
Ford Aerospace Library and Information Center (Colorado Springs Division)	
Georgia Tech (Georgia Institute of Technology)	
Global Engineering Documents	
Foster Higgins (Reports on employee benefits provided by companies)	
Honeywell Library/Information Center	
Honolulu Information Service	
IEE/INSPEC	
IEEE.....	Available ARIEL, 24-hr IEEE collection no extra charge
Information Researchers (Univeristy of Ill at Urbana-Champaign).....	
Infotrieve	
Institute of Paper Science and Technology Library.....	
InterDok Corporation (Proceedings Procurement).....	
Institute of Paper Science and Technology	$15.00/document

Invention, Inc.....	
JAICI (Japanese Association for International Chemical Information).....	
JICST Document Delivery and Translation Service (Japan Information Center of Science and Technology).....	
Kindt and Company Translations.....	
Library of Congress.....	
Library of Congress National Translations Center.....	
Linda Hall Library.....	
LS, Inc.....	
MicroMedia (of Quebec).....	
NACE (National Association of Corrosion Engineers).....	
National Agricultural Library.....	
National Ground Water Information Center.....	
New York Public Library Photographic Service	
NTIS (National Technical Information Service)	Offer software format
PASS (Petroleum Abstracts Search Service)....	
Patent Express from the Library Connection	$3.00 current 5 weeks/$6.00 prior issues
Petroleum Abstact Document Delivery Service	$.55/page copy;$1.50/page fax
Polyglot Language Service.....	

Purdue Technical Information Service.....	
Rapid Patent Service.....	
RAPRA Technology Ltd. (Rubber and Plastics Research Association).....	
RWS Information, INC	
SAE International (Society of Automotive Engineers).....	
SJ Delivery.....	
Society for Biomaterials.....	
Southwest Center for Codes and Standards (New Mexico State University).....	
STELCO Research and Development Division.....	
Technical Pages, Inc.	
UMI (University Microfilms).....	
UNIPUB.....	
University of California, Berkeley Library	
University of Washington Libraries Resource Sharing Service.....	Monthly Billing with no invoicing fees
USGS (U.S. Geological Survey).....	
West Virginia Geological Survey.....	

47

DOCUMENT DELIVERY PILOT PROJECT

UNIVERSITY OF COLORADO (CU) FOUR CAMPUS SYSTEM

March 8, 1993

1. The individual CU-System Libraries will begin a pilot document delivery project on April 1, 1993 and conclude it by June 30, 1993 or sooner if individual institutional funds set aside for project are used up sooner than June 30th.

2. The goal of this pilot will be to determine how many requested journal articles (or other items typically supplied by facsimile) requested by the targeted groups can be supplied by document delivery supliers. Quality, cost and speed of document delivery suppliers will also be evaluated.

3. Each participating institution will determine its own targeted population for this study.

4. Each participating institution will determine how much money it will set aside to fund this pilot.

5. Each request from the targeted population will be recorded. Each participating institution will attempt to obtain the requested item from UNCOVER first. If UNCOVER is unable to supply the needed item, other document suppliers can be used. Statistics will be kept for all document delivery suppliers used.

6. Requested articles will be supplied to the institution (not the individual requestor) so that turnaround time and quality can be assessed. (Directly supplying to the end user will be a future desirable goal for document delivery.)

7. A brief user survey will be developed to be given to each end user. This survey will state that this article is being supplied quickly via a pilot project and ask a few questions such as: Is the quality acceptable? Is the turnaround time acceptable? How much would you be willing to pay for this faster service?

CARL UnCover Project at the University of Houston Libraries

Interlibrary loan access to the CARL UnCover database and document delivery service prompted the staff to initiate a project to gather data on the fill rate, turnaround time, and cost of obtaining articles using both the CARL UnCover service and the traditional ILL method. 149 photocopy requests, received by the University of Houston ILL Dept. from July 12-16, 1993 with a publication date of 1988 or later, were used in this test.

CARL UnCover was able to supply 34% of the requests; the traditional sources supplied 97% of the requests.

However, CARL UnCover had a more rapid turnaround time for document delivery supplying 43% of the articles within 24 hours, 84% within one week, and 98% within two weeks. Using the traditional method, ILL received 3% of the documents within 24 hours, 60% within one week, and 90% within two weeks.

CARL UnCover's average cost per document was $10.25 while the average cost using the traditional method was $1.07. 90% of the articles received the traditional way were free. The free articles came from Houston Area Research Library Consortium (HARLiC), AMIGOS, and other libraries with which we have reciprocal borrowing agreements.

Based on these figures, the ILL Dept. adopted a policy of sending requests once via OCLC to 5 libraries with which we have reciprocal agreements. Those that come back unfilled are ordered from CARL UnCover. When patrons submit requests to the ILL Dept., students check the journal titles in the printout of titles available from CARL UnCover and identify those found in the printout.

Since the project, the ILL Dept. has installed an Ariel workstation and is currently transmitting documents to over 100 libraries. No study has been conducted to measure turnaround time using this innovative document transmission system.

CARL UnCover Project

1. Total Number of ILL photocopy requests received during test period.
   207 (ie one week in July, 1992).

2. Total number of ILL photocopy requests received with a publication date of 1988 or later (ie beginning date of journals available in CARL database)
   149

3. On Carl Uncover: Of the 149 requests,

   A. Total found 77

   B. Total avail 59

   C. Total filled 51

4. Percentages	Carl	Traditional
D. % filled from 1.	24.64%	70.05%
E. % filled from 2.	34.23%	97%
F. % filled from 3B.	86.44%	n/a

5. Turnaround Time (doesn't include orders that were not filled)

	Carl	sum	%	sum	Trad	sum	%	sum
Noon	15	15	29.41	29.41	0	0	0	0
by 5pm	7	22	13.73	43.14	2	2	1.38	1.38
24 hours	21	43	41.18	84.32	2	4	1.38	2.76
1 week	7	50	13.73	98.05	83	87	57.24	60
2 weeks	1	51	1.96	100.01	43	130	29.66	89.66
3 weeks	n/a				5	135	3.45	93.11
4 weeks	n/a				3	138	2.07	95.18
more	n/a				7	145	4.83	100.01
Mean	1.24 days		n/a		8.95 days		n/a	
Median	1.00 day		n/a		6.00 days		n/a	

Itemized list attached

6. Cost	Carl	%	Trad	%
A. Lowest	$7.20	n/a	$0.0	n/a
B. Highest	$16.50	n/a	$21.75	n/a
C. Mean	$10.25	n/a	$1.07	n/a
D. Median	$9.50	n/a	$0.0	n/a
E. Free	n/a	n/a	130	89.66%

F. Itemized list attached

? another commercial supplier

7. Supplier (Traditional)

		#	%	Cost	Avg Cost/trans
AZS	amigos	9	6.21	$0.0	$0.0
AZU	amigos	1	0.69	$0.0	$0.0
assc	other	1	0.69	$0.0	$0.0
CGU	other	1	0.69	$0.0	$0.0
CIG	other	1	0.69	$0.0	$0.0
COF	amigos	2	1.38	$0.0	$0.0
COO	other	1	0.69	$10.00	$10.00
EYW	other	1	0.69	$7.00	$7.00
FON	other	1	0.69	$0.0	$0.0
GKJ	other	1	0.69	$0.0	$0.0
GZM	other	2	1.38	$16.00	$8.00
ICU	amigos	1	0.69	$0.0	$0.0
IDL	other	2	1.38	$16.00	$8.00
IGA	amigos	1	0.69	$0.0	$0.0
ILU	amigos	13	8.97	$0.0	$0.0
INT	amigos	1	0.69	$0.0	$0.0
IOD	other	1	0.69	$21.75	$21.75
IRU	amigos	2	1.38	$0.0	$0.0
ISM	amigos	1	0.69	$0.0	$0.0
ITD	amigos	2	1.38	$0.0	$0.0
IUA	amigos	2	1.38	$0.0	$0.0
IUL	amigos	1	0.69	$10.00	$10.00
IXA	amigos	7	4.83	$0.0	$0.0
IYU	amigos	2	1.38	$0.0	$0.0
KKS	recipro	2	1.38	$0.0	$0.0
LDL	other	1	0.69	$8.00	$8.00
libco	other	1	0.69	$12.00	$12.00
MUM	recipro	1	0.69	$0.0	$0.0
NLD	other	1	0.69	$0.0	$0.0
NTI	other	2	1.38	$26.50	$13.25
OKT	amigos	2	1.38	$0.0	$0.0
OKU	amigos	2	1.38	$0.0	$0.0
RCE	harlic	5	3.45	$0.0	$0.0
SAE	other	1	0.69	$12.00	$12.00
SNC	amigos	1	0.69	$0.0	$0.0
SYK	amigos	1	0.69	$0.0	$0.0
THD	system	2	1.38	$0.0	$0.0
TMB	harlic	4	2.76	$0.0	$0.0
TMC	harlic	16	11.03	$0.0	$0.0

TSA	amigos	1	0.69	$8.00	$8.00
TWH	amigos	1	0.69	$0.0	$0.0
TXA	harlic	13	8.97	$0.0	$0.0
TXH	system	18	12.41	$0.0	$0.0
TXI	amigos	1	0.69	$0.0	$0.0
TXK	amigos	2	1.38	$0.0	$0.0
TXN	harlic	4	2.76	$0.0	$0.0
TXR	amigos	1	0.69	$0.0	$0.0
TXT	harlic	1	0.69	$0.0	$0.0
TXU	amigos	1	0.69	$0.0	$0.0
TXV	system	1	0.69	$0.0	$0.0
UHC	system	1	0.69	$0.0	$0.0
UMM	other	1	0.69	$8.00	$8.00

itemized list attached

8. Supplier group (Traditional)

	#	sum	%	sum
TXH	18	18	12.41	12.41
UH System	4	22	2.76	15.17
HARLiC (commercial)	43	65	29.66	44.83
Amigos	57	122	39.31	84.14
Reciprocal	3	125	2.07	86.21
Others/Non-commercial	15	140	10.34	96.55
Others/Commercial	5	145	3.45	100

9. Subject
%F = percentage of that subject of requests filled by that method
%T = percentage of that subject (filled) against the number of that subject submitted

	Total		Filled by Carl			Filled Traditionally		
Subject	#	%	#	%F	%T	#	%F	%T
agriculture	1	0.68	1	1.96	100	1	0.69	100
architecture	1	0.68	1	1.96	100	1	0.69	100
bio. science	7	4.76	4	7.84	57.14	7	4.83	100
business	39	26.53	15	29.41	38.46	39	26.90	100
chemistry	4	2.72	2	3.92	50.00	4	2.76	100
comp. science	11	7.48	2	3.92	18.18	9	6.21	81.82
engineering	30	20.41	9	17.65	30.00	30	20.69	100
environment	2	1.36	0	0	0	2	1.38	100
film	2	1.36	0	0	0	2	1.38	100
geology	2	1.36	0	0	0	2	1.38	100
mathematics	1	0.68	0	0	0	1	0.69	100
medicine	10	6.80	7	13.73	70.00	10	6.90	100

newspaper	1	0.68	0	0	0	1	0.69	100
optometry	2	1.36	0	0	0	2	1.38	100
pharmacy	3	2.04	2	3.92	66.66	3	2.07	100
physics	7	4.76	4	7.84	57.14	7	4.83	100
psychology	22	14.97	3	5.88	13.64	22	15.17	100
technology	1	0.68	0	0	0	1	0.69	100

itemized list attached

10. Status

	#	%	# Carl	% Carl
Faculty	62	42.18	35	23.81
Staff	5	3.40	3	2.04
Grad	64	43.54	11	7.48
Ugrad	16	10.88	2	1.36
Repl pgs	0	0	0	0
Total	147	100	51	34.69

11. UH owns

Number of UH owns requested that were 1988 or later	27
Percentage of total number requested 1988 or later	18.37%
Number of UH owns that were filled by other lenders	9
Percentage of total number requested 1988 or later	6.12%
Percentage of UH owns requested 1988 or later	33.33%

12. Faxing

	TEXT	%	GRAPHICS	%
Excellent	0	0	0	0
Good	43	84.31	25	49.02
Fair	8	15.69	10	19.61
Poor	0	0	6	11.76
None	n/a	n/a	10	19.61

Excellent = as good as original
Good = readable copy but obviously not originial
Fair = difficult to read but still legible
Poor = not legible
None = none in the article

Note on Graphics: Those graphics listed as good or fair tended to be graphs whereas those listed as poor tended to be photographs.

University of North Carolina
Chapel Hill

4-29-93

TEST OF CANCELLATION OF HIGH-COST/LOW-USE JOURNALS AND REPLACEMENT WITH ARTICLE DELIVERY

This project involves the serials funds of the science and social science departments. The hypothesis is that the library can save money heretofore spent for serials subscriptions by cancelling certain high-cost and low-use journals and providing instead articles faxed from a commercial supplier of such documents and paid for by the library.

The Library Administrative Board has approved/recommended the cancellation of 20 to 50 science and social science titles and the creation of a fund to pay for requested article copies. At least part of this fund will be a deposit account with CARL UnCover.

Using INNOPAC-produced lists of titles on science and social science serials funds, Serials Department staff members are checking titles costing $500.00 and over against a list of titles available from CARL UnCover. Those available (nearly all of them) are so noted on the INNOPAC list.

As an indication of use, titles will be checked against the ranked list of titles cited by UNC authors, according to the ISI Journal Citation Reports. The number of citations reported for 1992 will be noted on the INNOPAC list.

In early June Diane Strauss and Marcia Tuttle will meet with the science librarians and Luke Swindler to distribute the lists and explain the project: the objective of the test, what the lists are, what the marks and numbers on the lists mean, and what we need the librarians to do (i.e., identify a few high-priced and low-use titles to cancel and replace with article delivery). The librarians are encouraged to factor in any use data they may have for their collections.

We hope to have 20 to 50 titles identified for the test by July 1. These will then be cancelled and funding will be created for article delivery.

UnCover will not necessarily be the only commercial service used. It is just the one to which we have current access and know most about. Marcia is working on a further study, the options and recommendations for commercial document delivery for the Academic Affairs library system. This report is due by the end of the summer.

Serials Department
C. B. #3938, Davis Library
University of North Carolina at Chapel Hill
Chapel Hill NC USA 27599-3938
Telephone: 919 962-1067
Fax: 919 962-0484
Internet: tuttle@gibbs.oit.unc.edu

June 9, 1993

TO: Science Librarians (Burk, Dickerson, Jones, Markham, Sheaves) and Swindler; Strauss
FROM: Marcia Tuttle, Head, Serials Department MT

SUBJECT: Fund Lists for Cancellation/Document Delivery Project

I am sending each of you the lists of titles on the serials funds you are responsible for, along with a copy of the ranked list of titles in the ISI databases cited by UNC authors in 1992. The fund lists have been annotated with a "+" by each title costing $500 or more that is available from CARL Uncover (those that have a "o" were not found). Also, each title listed on the ISI list has been annotated with the number of citations on that list. I caution you: the ISI list has some problems. If your own judgment tells you something is heavily used and it is not on the list, go with your knowledge!

As we agreed at our meeting on June 2, each of you will identify a few (ideally 4-6) high-cost, low-use journals that will be cancelled after 1993 and will notify me of these titles by August 1.

I will send you another memo in July covering the other things we discussed at the June 2 meeting: annotations on the OPAC, the price of Gordon & Breach articles, the log and forms we will develop, publicity of the project, and a possible test of articles from 1992 and 1993 issues of journals designated to be cancelled.

Thank you for your (mandatory!) cooperation in this project. We hope we can save some library materials funding without significantly reducing our patrons' access to journal articles.

Serials Department
C. B. #3938, Davis Library
University of North Carolina at Chapel Hill
Chapel Hill NC USA 27599-3938
Telephone: 919 962-1067
Fax: 919 962-0484
Internet: tuttle@gibbs.oit.unc.edu

August 24, 1993

TO: Science Librarians (Burk, Dickerson, Jones, Markham, Sheaves) and Swindler; Strauss, Klausman
FROM: Marcia Tuttle, Head, Serials Department

SUBJECT: Cancellation/Document Delivery Project: Your Questions

Thank you for identifying and sending me the titles to be cancelled. There are 24 titles, costing $24,144.67 in 1993. Here are my answers to some of the questions you raised at our meeting on June 2. We can discuss them further at our meeting on September 2 at 9:00 a.m., in Room 3001, Davis.

1. **Annotations on the OPAC.** I have spoken with Frieda Rosenberg about this, and she is willing to put a note on the holdings screen of each title we cancel for this project. We have not talked about the wording of the note, and I believe this group needs to discuss that, to be sure we are agreed on procedure for requesting documents. I suggest the following:

> Subscription cancelled at end of 1993. UNC-CH students, faculty, and staff may request free copies of articles in issues for 1994 and following. Please contact the Serials Department in Davis or any science departmental librarian.

2. **Price of Gordon & Breach Articles.** According to Chris Schneider of Gordon & Breach, copies of their articles cost $30.00. He is adding me to the mailing list of their bimonthly (?) publication SCAN, which lists tables of contents for their journals. It should also give information about means of transmission. When the first issue comes I'll see how best to make sure you all see it.

You may want to think about cancelling G & B titles under this project if you think the article price will save us money.

3. **Log and Forms.** Attached are drafts of a log and a request form. Please revise/question for discussion at our meeting.

4. **Publicity of the Project.** We can plan to have a brief article about the project in Library Notes and in the Tar Heel. Is there any other publicity outside the library that you want?

We also will have notices at the serials service desk, the reference desk, and each science library giving the list of titles cancelled and instructing patrons to ask for free articles at Serials or the science library. The notice will say something like this (please revise if you want to):

> The following titles have been cancelled with the end of 1993 in order to reduce the library's serials expenditure. The library will acquire at no charge to the patron (UNC student, faculty, or staff) a copy of any article in these titles for 1994 and following. Please request articles at the Serials Department in Davis Library or any science departmental library.

5. **Test of 1992-93 Articles.** I discussed this with Joe, Pat, and Larry, and the consensus was that we should not do this.

6. **Management of the Project.** To begin with, that is, January-August 1994, Liz Klausman, my graduate assistant, will manage the project under my supervision. If or when the volume increases to more than she can handle with her other duties, we will hire a student assistant to deliver the articles. Management will be reassessed near the end of Liz's appointment in August 1994.

7. **Deposit Account with CARL.** Jack Shipman and I have agreed to begin with a deposit account of 10 percent of the 1993 cost of the cancelled journals. This would be $2,414.47. We recommend that we put $2,000.00 with Uncover and reserve $300.00 for Gordon & Breach articles for the one cancelled title from that publisher. If we need more money for Uncover orders, we will transfer in increments of $500.00. If more G & B titles are cancelled, 10 percent of their cost can be reserved for copies. The size of the deposit account for 1994/95 will be based on our experience in the first part of 1994.

LIST OF TITLES TO BE CANCELLED FOR DOCUMENT DELIVERY PROJECT
1994

Annali di Chimica (Chemistry)	$ 300.70
Automatica (Statistics)	1,073.39
Computer Languages (Computer Science)	963.94
Czechoslovak Mathematical Journal (Math)	581.54
Defect and Diffusion Forum (Physics)	1,779.09
Early Child Development and Care (General)	1,907.00
Energy Sources (General)	250.34
Engineering Geology (Geology)	711.00
Hyperfine Interactions (Physics)	2,071.60
International Journal of Coal Geology (Geology)	698.98
International Journal of Rock Mechanics (Geology)	1,326.00
International Journal of Systems Science (Oper Res)	1,146.07
Journal of Alloys and Compounds (Chemistry)	3,375.62
Journal of Luminescence (Chemistry)	1,147.12
Journal of Robotic Systems (Computer Science)	581.54
Medical Science Research (Zoology)	665.00
Pattern Recognition (Statistics)	1,174.42
Pensee (General)	139.99
Photosynthetica (Botany)	671.00
Radiation and Environmental Biology (Botany)	511.00
Radiochimica Acta (Chemistry)	864.29
Scientia Horticulturae (Botany)	797.00
Soviet Journal of Marine Biology (Zoology)	771.00
Vestnik. Mathematics (Math)	637.04
Total:	$ 24,144.67
Total available for document delivery (@10%):	$ 2,414.47
Recommended deposit with Uncover:	$ 2,000.00
Recommended reserve for Gordon & Breach:	$ 300.00

Date: Wed, 8 Dec 1993 09:28:20 +0500 (EST)
From: Marcia Tuttle <tuttle@gibbs.oit.unc.edu>
To: "UnCover Project, 1994 -- Bill Burk" <wmrburk@uncmvs.oit.unc.edu>,
Christie Degener <cdegener.hsl@mhs.unc.edu>,
Jimmy Dickerson <tjd@gibbs.oit.unc.edu>,
Joan Jones <jepar@uncmvs.oit.unc.edu>,
Peggy Markham <pvm@gibbs.oit.unc.edu>,
Miriam Sheaves <mlsheave@gibbs.oit.unc.edu>,
Diane Strauss <dsbass@uncmvs.oit.unc.edu>,
Luke Swindler <swindler@gibbs.oit.unc.edu>
Subject: Press Release (to be sent soon)

DOCUMENT DELIVERY TEST IN ACADEMIC AFFAIRS LIBRARY
December 1, 1993

In an effort to reduce its dangerously high recurring expenditure for scholarly journals, the Academic Affairs Library is testing subsidized "document delivery" -- supplying library-funded copies of individual articles in lieu of continuing to subscribe to some science and social science journals.

The library has cancelled subscriptions to 24 high-priced, low-use journals, effective the end of 1993. These journals are listed below, and a note about the test has been added to the catalog record for each. Using CARL UnCover, a commercial document delivery service, the library will purchase for any UNC-CH student, faculty member, or employee a copy of any 1994 or later article appearing in the journals cancelled for this test.

Requests for articles in these journals may be submitted at the Serials Department service desk in Davis Library, at any science departmental library, and at the Health Sciences Library. Serials Department staff members will order the requested article and will either receive it in Serials and deliver it to the requester, or, upon request, will direct that the article be sent by UnCover to a fax machine more convenient to the requester.

UnCover can usually send an article within 24 hours during the work week. More and more articles are scanned and retained so they can be sent within one hour. Members of the UNC-CH community are still welcome to place their own credit-card orders with UnCover for articles from other journals.

Questions about the document delivery test may be directed to Marcia Tuttle, Head, Serials Department, Davis Library (telephone 962-1967; electronic mail tuttle@gibbs.oit.unc.edu).

JOURNALS CANCELLED FOR DOCUMENT DELIVERY TEST

	Annali di Chimica (Chemistry)	$ 300.70
	Automatica (Statistics)	1,073.39
	Computer Languages (Computer Science)	963.94
	Czechoslovak Mathematical Journal (Math)	581.54
	Defect and Diffusion Forum (Physics)	1,779.09
	Early Child Development and Care (General)	1,907.00
	Energy Sources (General)	250.34
	Engineering Geology (Geology)	711.00
	Hyperfine Interactions (Physics)	2,071.60
	International Journal of Coal Geology (Geology)	698.98
60	International Journal of Rock Mechanics (Geology)	1,326.00
	International Journal of Systems Science (Oper Res)	1,146.07

12-21-93

TO: Science Librarians (Burk, Dickerson, Jones, Markham, Sheaves), Luke Swindler, Christie Degener and Diane Strauss
FROM: Marcia Tuttle, Head, Serials Department

SUBJECT: Document Delivery Test Update and Questions

We are just a short time away from the beginning of the document delivery test project with CARL UnCover, and I want to bring you up to date on our planning, as well as ask for your response to some questions that have come up.

Update

Early this fall we cancelled with our vendors all the titles involved in this project. In late October we opened an account with UnCover. We have created both paper and online forms for requests and to log transactions. I will send you both electronic and paper copies of the request form. In November we got a fax machine in the Serials Department, where we will receive articles. In late December Serials Cataloging will add the cancellation/free articles note to holdings records for the 24 titles in the project.

Questions

I spoke with the librarians from the Health Sciences Library in late October, and they raised many questions that we have not discussed. Here are some of them.

1. We have assumed that ordering would be centralized in the Serials Department, that articles would be sent to our fax machine, and that we would deliver articles to either departmental libraries or faculty offices. For anyone who has access to a fax machine, delivery time would be reduced by having articles delivered to that machine. Do you think any of your requestors will want articles sent to a different fax machine in lieu of personal delivery from Serials?

2. For your ordering, I will send you a copy of the form in paper. I can also send you the form by e-mail. You will be able to send Serials your requests in several ways: campus mail, fax, e-mail, and telephone. Do you think you will want to use e-mail? If so, I can get a separate mailbox on gibbs for this purpose.

3. We are looking at other document delivery services than UnCover. I think the only reason to use a different service is either if it is less expensive or because it has better coverage. Or both. Until now I haven't found one that meets either of these criteria. Do you know of any service that does? We can talk.

Thanks for your help with these three questions. I'll send you the forms shortly. And always remember: If we've chosen well, nothing will happen!!

UNC-CH DOCUMENT DELIVERY PROJECT

REQUEST FOR FREE JOURNAL ARTICLE

The requestor or requesting library is to fill out the top two portions of the form and send it to the Serials Department in Davis Library (FAX: 962-4450 or CB #3938). Serials will fill out the last third of the form.

==========

Journal Title: _____

Volume, Issue, Year, Pages: _____

Article Author: _____

Article Title: _____

Source: ____CARL Uncover ____Other: _____

==========

Requestor's Name: _____ Dept.:_____

Phone: _____ Fax: _____ E-mail _____

Requestor's Status: ___ Faculty ___ Graduate Student ___ Undergraduate

___ Staff

Address for delivery: _____
(include CB # if campus address)

Comments:

Person Filling out This Form: _____ Date :_____

Date Request Submitted to Serials: _____

==========

To be filled out in Serials Department, Davis Library.

Date/Time Ordered: Form Number: _____

Date/Time Received: Cost: _____

Date/Time Delivered: Added to Log:

Journal Title	Article Cost	Account Balance	Form #	Date/Time Ordered	Date/Time Rec'd	Date/Time Delivered

RICE

The Fondren Library

**REPORT OF THE THREE MONTH PILOT PROJECT
TO PROVIDE RAPID DELIVERY OF JOURNAL ARTICLES
BY THE INTERLIBRARY LOAN DEPARTMENT OF FONDREN LIBRARY, RICE UNIVERSITY**

EXECUTIVE SUMMARY

For a period of three months, beginning March 15, 1993, the Interlibrary Loan Unit undertook a pilot project to provide rapid delivery of articles from journals which are not in the Fondren Library collection. The service was available to all ILL users and Fondren Library absorbed all costs for this pilot project.

BACKGROUND

Community Services Department units, Interlibrary Loan and RiCE, have had a long-standing commitment to find faster ways of delivering journal articles to their users. Because of its cost recovery fee structure, RiCE has been able to take full advantage of libraries and commercial services which charge significantly for expedited services. Prior to the project ILL had moved from the traditional practice of sending its photocopy requests, if possible, to libraries with which we had reciprocal no-charge agreements, and had made more use of charging libraries, commercial services, and fax delivery whenever speed of delivery was a primary concern. We had acquired the ARIEL software and suitable hardware to send and receive journal articles electronically over Internet and we were in the process of developing reciprocal agreements with libraries which will be able to fill our requests using ARIEL.

In January 1993, after consultation with Rice University Faculty, the Fondren Library's Collection Development Coordinator cancelled some expensive and seldom used journal subscriptions. To compensate for this, the sum of $5,000 was built into the materials budget to allow the library to pay for expedited delivery of articles from these titles.

EXPECTATIONS FOR THE PROJECT

From an analysis of the statistics for photocopy requests in the second half of 1992, it seemed clear that no more than 30% of expected needs could be met by commercial suppliers, while the rest would be supplied by libraries, many of which could be expected to provide expedited service for a fee.

The objective of the project was to deliver all photocopies to the requestors as quickly as possible, with the library paying all service and delivery costs. From the statistics kept, it was anticipated that we would complete the study with a clear understanding of how commercial document delivery services, library fee-based services, and reciprocal interlibrary loan agreements might together fit into the equation of long-term satisfactory document delivery for Fondren Library Interlibrary Loan users.

The money spent on this short term project would give valuable budgeting information for Fondren Library's commitment to fast delivery of materials not in the collection.

Rice University • P.O. Box 1892 • Houston, Texas 77251

METHODOLOGY

The period of the project was eleven weeks, beginning March 29, 1993.

Service was provided to all patrons of the ILL Department, namely faculty, staff, and graduate students of Rice University. In special circumstances, with a written request from a faculty member, service was extended to an undergraduate student.

All costs during the pilot study were absorbed by Fondren Library.

All document requests were examined and, if possible, processed within 24 hours.

If a problem was identified with the citation, necessitating further consultation with the requestor, this was undertaken immediately (same day if possible).

It was considered important that at no time requests should be in an inactive state.

The ILL Librarian screened all document requests and gave appropriate instructions to her staff as to citation verification and where the request should be sent.

In order to achieve rapid delivery, it was imperative that the best effort be made to send a request to a likely supplier the first time. Even automatic forwarding to a second supplier on OCLC would significantly delay the delivery time.

News-type article requests were to be checked for possible electronic database sources.

The librarian compiled a prioritized list of suppliers for different types of articles. Preference was given to suppliers, either commercial or library, who would expedite the request and deliver by fax, Ariel, or courier (local consortium).

Suppliers who did not conform to the criteria stated above were to be used only as a last resort.

Requestors who were known to dislike electronic transmissions were to be advised that, while their requests would be processed expeditiously, delivery by U.S. mail would incur several days delay.

Cost for a single item was to be kept, if possible, under $25. For the period of this study, a cost in excess of $25, for unusual circumstances, would be paid by the department. For the period of the study, no costs were passed on to the requestor.

The following information was recorded on a chart for each document request: requestor's name; date of request; date processed; name of institutions which did not supply; name of supplier; date received; cost; method of delivery; delivery time (days).

In the case of a reciprocal agreement with another library for expedited service, the ILL department made its best effort to keep the agreement.

The librarian was expected to monitor the project on a daily basis; to remove suppliers from the "preferred" list if they did not fulfil expectations; and to advise her supervisor of problems or delays in service.

PROJECT RESULTS

Overall statistics

Test period March 29 - June 11	11 weeks
No. requests filled	499
Overall average time from request to delivery	4.8 days
% of requests which incurred fees	74%
Total fees paid	$5,905
Overall average cost per document	$11.80

First level statistics

No. documents from all Project suppliers	431
Fill rate	76%
Average time for supplier to deliver	2.6 days
Average time from request to delivery	4.1 days
No. documents from various other sources ("difficult" requests)	68
Average time for supplier to deliver	6.7 days
Average time from request to delivery	9.1 days

Second level statistics

No. documents from University Microfilms	165
Fill rate	78%
Average time for supplier to deliver	2.3 days
Average time from request to delivery	3.1 days
Average cost per document	$16.90
No. documents from library fee-based services	139
Fill rate	74%
Average time for supplier to deliver	2.0 days
Average time from request to delivery	3.5 days
Average cost per document	$18.15
No. documents from non-charging libraries (reciprocal agreements)	82
Fill rate	71%
Average time for supplier to deliver	3.7 days
Average time from request to delivery	5.8 days

A small number of documents were obtained from several commercial suppliers other than UMI. Results were mixed. CARL Uncover2 supplied 11 documents, and their service was satisfactory, but their coverage of the materials required was very limited.

CONCLUSION

On the basis of this study, suplemental funding was obtained for Interlibrary Loan services. The Department has a commitment to provide rapid document delivery for photocopies of articles from journals which are not in the Fondren collection. While reciprocal agreements with libraries, to exchange fast services without charge, are significant factors in controlling costs, we find that it is necessary to use a mix of sources, including charging services, both commercial and library-based, to obtain most of the items in a timely manner. Evaluation of suppliers is ongoing to keep costs down, while maintaining a fast delivery time.

August 1994, Una M. Gourlay
Manager, Community Services Department.

DOCUMENT DELIVERY PILOT

	SENT	REC'D	DAYS	INVOICE
INFORMATION EXPRESS				
1.ARKIV FOER ZOOLOGIE	7-22	7-27	8	7-30
2.CAMBRIDGE PHIL. SOC.	7-21?	7-26	7	7-30
3.INT. J. PEPT. & PROT.				7-30
4.MATHEMATICAL STUDENT	7-27	8-2	14	8-13
5.OFFICIAL DIGEST PAINT TECHNOLOGY	7-22		8 UNF	
INFORMATION ON DEMAND				
1.J.IND.MATH.SOC.	7-22	7-27	8	7-30
2.REV.MOD.PHY.	7-21	7-30	11	7-30
3.REV.SCI.INST.	7-21	7-30	11	
4.ROCZNIKI CIJEMII	7-27	8-2	14	
5.TOHOKU MATH. J.	7-22	7-27	8	7-30
INFORMATION STORE				
1.TELLUS	7-27	8-2	14	
2.EDINBURGH MATH.SOC.P.	7-26	7-30	11	
3.GYNAECOLOGIA	7-26	7-30	11	
4.INDIAN J. PHYSICS	7-30	8-4	16	
5.KINETICS & MECHANISM OF POLYREACTORS	7-26	7-30	11	

(ALL REQUESTS WERE FAXED 7-19-93)

	SENT	REC'D	DAYS	RESPONSE
RLIN				
1.ARCHIV FOER ZOOLOGIE NJPG 1st class	8-4	8-9m	7	2
2.CAMBRIDGE PHIL.SOC. NHDG, PAUG a	8-			2-nos,
3.INT. J. PEPT. & PROT IAUG a	8-5	8-13m	11	3
4.MATHEMATICAL STUDENT CUBG 1st class	8-5	8-10m	8	3
5.OFFICIAL DIGEST PAINT TECHNOLOGY NYCX a sta 8-9	8-10	8-16m	14	8
6.J.IND.MATH.SOC. FLUG a lib rate	8-4	8-12m	10	2
7.REV.MOD.PHY. TNUG a	8-3	8-5a	3	1
8.REV.SCI.INST. NYUG a	8-3	8-3	1	1
9.ROCZNIKI CIJEMII FLUG a	8-5	8-5a	3	1 lac,2
10.TOHOKU MATH. J. IAUG a	8-5	8-13m	11	3
11.TELLUS PASG	8-4	8-6m	4	2
12.EDINBURGH MATH.SOC.P. PAUG a 1st class	8-4	8-9m	7	2
13.GYNAECOLOGIA NJRG a	8-4	8-9m	7	2
14.INDIAN J. PHYSICS NYRG a	8-3	8-4a	2	1
15.KINETICS & MECHANISM OF POLYREACTORS NYCX a	8-9	8-6a	4	7

(ALL REQUESTS WERE SENT ON RLIN 8-2-93)

SENT = The day the item was mailed from the source.

REC'D = The day the item was received in the ILL office.

DAYS = The number of days to receive from the request date.

INVOICE = The day the invoice was received in the ILL office.

RESPONSE= The number of days to receive a response from the source.

THE RLIN SYMBOL OF THE INSTITUTIONS RECEIVING THE REQUESTS IS LISTED. NEXT TO THE SYMBOL, "a" APPEARS IF THE INSTITUTION HAS AN ARIEL MACHINE. LISTED UNDER THE REC'D COLUMN, AFTER THE DATE IS AN "a" or "m" APPEARS TO INDICATE WHETHER THE ARTICLE WAS SENT VIA ARIEL OR MAIL.

THE GENERAL LIBRARIES
THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P • Austin, Texas 78713-7330

Date: February 9, 1994
To: Jo Anne Hawkins and John Tongate
From: Nancy Paine

Subject: Uncover Project Update and Recommendation for Continuation

Since October 22, 1993, funds from the ILS Fees account have been used to subsidize document delivery from Uncover. The average cost per document is about $11. At the end of January, 327 documents had been obtained. Turnaround time averaged 2.75 days. All documents were received via fax.

Turnaround time for all photocopy requests received from our patrons after October 22, 1993 and supplied to them prior to January 31, 1994 was also measured. This sample included 327 Uncover requests, 368 Ariel requests and 557 routine requests. The table below compares turnaround time:

Routine Requests	Routine and Ariel Requests	Routine, Ariel, and Uncover	Uncover requests	Ariel Requests
11.92 days	9.56 days	7.78 days	2.75 days	6.0 days

Use of Uncover improved overall average ILS turnaround time by 1.78 days. This represents an overall decrease in turnaround time of 19 percent. Uncover facilitated obtaining rush requests for patrons. Relying on other libraries to supply materials on a rush basis without additional cost is unreliable. And while Uncover does not always supply documents within the twenty-four hours advertised, it offers dependable faster service than any other supplier for a reasonable price. Ease of online ordering eliminates phone calls and faxing request forms to potential library suppliers for rush requests. Libraries offer one kind of document delivery; Uncover offers a second option with an approximate delivery time known in advance. In addition, many libraries are charging for rush delivery even when routine delivery is free.

The cost of Uncover includes the copyright fee. So when the CONTU limits are met, a document can be obtained without having to file a transaction report to the Copyright Clearance Center. Uncover's charge, exclusive of the copyright fee, is $6.50 including fax delivery. This is exceptionally cheap.

Not providing documents published prior to 1989 has been a limitation of Uncover. Within a few months, however, Uncover will provide documents published prior to 1989, although they will not be listed in the table of contents database. This added service will significantly increase Uncover's usefulness.

The ILS $900 **access to Uncover expires at the end of February**. If we expect to obtain fewer than 450 documents over the next year, it would not be cost effective to renew our access. Using open access is possible even though the delivery fee is $2 higher. However, if we expect to obtain more than 450 documents over the next year, it is cost effective to renew our access. In the three and a half months of the project to date, we have obtained approximately 350 documents and spent nearly $4000 on the Uncover project. An additional $4000 has already been allocated. **I recommend increasing the funds allocated to the project by an additional $4000 from the ILS Book Loan Fee account and purchasing the $900 password access.**

THE GENERAL LIBRARIES
THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P • Austin, Texas 78713-7330

Date: May 1993

To: Jo Anne Hawkins and John Tongate
From: Nancy Paine, ILS Librarian

Subject: Test of Uncover

ILS conducted a test of Uncover, CARL's document delivery service through the spring 1993 semester. The test was conducted in two phases. Throughout the test, all incoming ILS requests that were potentially available from Uncover were identified. During the first phase (labeled the control group), these requests were ordered over OCLC using traditional ILL channels. An attempt was made to select the fastest libraries, preferably libraries using Ariel or fax as delivery options. During the second phase, these requests were searched in the Uncover database and ordered for fax delivery if available.

Testing began January 26 and ended April 19, with Uncover ordering from March 29 through April 19 when funds in our deposit account were nearly depleted. There were 381 requests in the control group and 133 in the Uncover group. This represents just under 20 percent of all incoming ILS requests for journal article photocopies. The table below shows what happened to these requests.

Comparison of Uncover and Traditional Interlibrary Loan

	Control	Percent	Uncover	Percent
Number of requests	381		133	
Found at UT	99	20.6	22	
Obtained via Nexis, or Dialog	4	1.1	2	
Searched in OCLC/Uncover	278		109	
Not found	0		28	28.4
Found, not ordered			3	
Ordered	278		78	71.6
Supplied OCLC/Uncover	272*	97.8	74	94.9
Required reordering	5	1.8	1	1.4
Average turnaround	7.78 days		1.86 days	
Average time spent placing one order	2.2 minutes		2.8 minutes	
Average cost per request	0		$11.03	

*All unfilled requests were due to incorrect citations provided by patrons

The staff member placing the orders believed Uncover was a time-saving method of ordering although comparison of time logged for ordering over OCLC and Uncover does not reflect this impression. Lack of familiarity with Uncover may have slowed down initial searching and ordering in the database. It is also possible that time data was not collected accurately.

Searching and ordering via Uncover were relatively simple, and only a few problems were encountered. In all cases Uncover staff were cooperative in solving the problem. Two items were not ordered because delivery fee plus copyright exceeded $20. One item was not available for delivery because of publisher restriction. Although 24-hour turnaround time for document delivery is claimed by Uncover, we found average turnaround nearly two days including weekends. However, most requests were received in one day. We did not include the time spent on requests not filled in calculating turnaround. Most turnarund delays encountered were over weekends or the Easter holiday.

If Uncover were free or ILL averaged $10 per request, Uncover would be the delivery option of choice. In the real world, patrons prefer to obtain photocopies free if possible. If an allocation were set aside to fund Uncover delivery whenever possible, I estimate $10,000 would be needed for one year. The advantages of Uncover are speed of delivery, easy verification of citations and library holdings in the Uncover database, elimination of OCLC updates, and probable time-saving in the order process. Offering Uncover on a cost- recovery basis to patrons produced little interest. Our present access to Uncover is too expensive ($900 per year) to be used so little.

I propose the following use of Uncover be subsidized: IL[illegible]ill use Uncover on a discretionary basis for patrons submitting rush or close-deadline requests. The Document Access program was subsidized in the past by a $2000 allocation from Collection Development. I recommend $2500 be contributed by Collection Development, matched with funds from the ILS Book Fee account to subsidize use of Uncover for fiscal year 1993-94.

REPORT

TASK 1: Assess the efficiency and cost effectiveness of commercial vendors and full-text databases for document delivery; recommend equitable and effective ways to use these options.

COMMERCIAL VENDORS

The Document Access Program uses commercial vendors to obtain photocopies. Patrons pay a flat fee of $5.00 with the balance of the vendor charge paid by The General Libraries. The purpose of Document Access is to provide materials not currently available on campus in the fastest way possible.

In a comparative study of traditional ILL and document delivery from vendors, sixty ILS requests were ordered simultaneously from one of thirty-two libraries and one of six vendors selected for the test. Requests in the humanities, sciences and social sciences were included. Twenty-three requests were filled by both libraries and vendors. An additional twenty-four were filled only by libraries; an additional three were filled only by vendors. Ten requests were unfilled. Tables I, II and III summarize data.

Library suppliers:

1. had quicker turnaround time,
2. provided higher fill rates, and
3. had lower costs than vendors.

Some vendors:

1. do not list holdings on OCLC, requiring manual searching of vendor catalogs.
2. suspend services during intersession without advance notice.
3. fail to heed maximum cost and time limit requirements.
4. add copyright fees to base charges disallowing copies permitted by the Contu Guidelines.
5. cost more than UT Austin patrons are willing to authorize.

Several vendors (e.g., CARL - Uncover, UMI, Faxon, etc.) are experimenting with scanning and sending documents electronically. Such projects are not yet implemented or priced, but may prove cost effective and efficient. Others (e.g., Engineering Society Library) plan to list holdings in OCLC and offer reduced rates to libraries.

The Task Force recommends down scaling the Document Access Program which depends on commercial vendors for fulfillment, with the exception of: (1) Chem Abstracts (2) The British Library Document Supply Center (3) The Genuine Article (for se'ected conference proceedings) (4) CTIC (for patents). Present Document Access funds should be continued at the level necessary to subsidize requests to the above vendors.

Use of vendors should be reconsidered if and when their specific holdings appear in OCLC, and they offer cost-effective electronic delivery options using scanners and Internet.

Table I

Fill Rate for Vendors and Libraries by Discipline

	Total Ordered	Libraries Filled	Vendors Filled	Unfilled	Both
Humanities	12	11	3	1	3
Sciences	18	15	13	2	12
Social Science	30	21	10	7	8
Total	60	47* (78%)	26 (43%)	10 (17%)	23

* All unfilled requests were reordered as often as necessary until filled or cancelled by the patron.

Table II

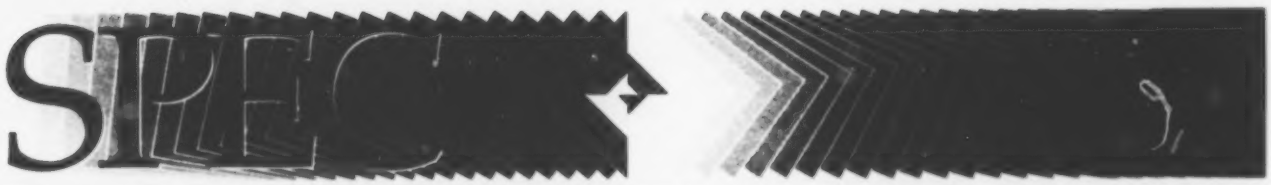
Cost of Vendor- and Library-Filled Requests

	Libraries	Vendors
Total number filled	47	26
Number of requests with charges: Total	7 (15%)	26 (100%)
Humanities	4	3
Science	2	13
Social Science	1	10
Average cost for requests: Total	$5.19	$17.27
Humanities	4.55	19.80
Science	4.86	17.47
Social Science	8.43	16.14

Table III

Turnaround Time

	Libraries	Vendors
Average days from order to receipt for filled requests:	13.51	17.35



SYSTEMS AND PROCEDURES EXCHANGE CENTER

ANNUAL REPORTS, EVALUATIONS AND STATISTICS

Statistics Summary

4 - Campus Document Delivery Project (April 1 - May 24, 1993)
University of Colorado, Boulder Campus

I. Total # of periodical requests (from targeted population) = 558
Total # of filled periodical requests using document delivery = 261
A. Uncover II filled 105 requests (40.23%) = **19% of total**
B. UMI filled 66 requests (25.29%) = 12% of total
C. British Library filled 90 requests (34.48%) = 16% of total

II. Average turnaround time:
A. Uncover II = 2.13 days
B. UMI = 6.07 days
C. British Library = 9.72 days

Note: OCLC average turnaround time for April = 11 days, for May =12 days, for year to date = 11 days.

III. Patron responses to survey form used to assess patron satisfaction with document delivery:
Total # of reponses received = 115 (44.06% of total number of survey forms distributed)

A. Quality acceptable? (Total responses = 115)

Yes	80	69.57 %
Barely	12	10.43 %
No	23	20.00 %

B. Would use the"expedited service" if it were regularly available?
(Total responses = 114)

Yes	86	75.44 %
No	28	24.56 %

C. Did document reach you on, or before, date needed?
(Total responses received = 113)

Before date needed	82	72.57 %
By date needed	31	27.43 %
No	0	0.00 %

III. Patron reponses, con't.

D. Amount patron would be willing to pay per article for "expedited service" of this quality and speed:

(Total responses received = 114)

Nothing	57	50.00 %	
$0.00 - $3.00	8	7.02 %	
$0.00 - $15.00	1	.88 %	("depending on need")
$3.01 - $5.00	42	36.80 %	
$3.01 - $15.00	1	.88 %	
$5.01 - $15.00	5	4.39 %	

SYRACUSE UNIVERSITY LIBRARY

• • • • •

Document Express
User Satisfaction Survey

Please take a few minutes to fill out this brief survey. It will help us to improve our service. Thank you.

1. Location where you submitted your request

   ___ Reference desk ___ Interlibrary loan ___Science and Technology library

2. When you submitted your request, did you receive adequate information about the service?

   ___ yes ___ no If no, please explain_____

   _____

3. Were you satisfied with the quality of the article?

   ___ yes ___ no If no, please explain_____

   _____

4. Did you receive the article within the timeframe you expected?

   ___ yes ___ no If no, please explain_____

   _____

5. Please rate the Document Express service

   ___ Poor ___ Needs work ___ Adequate ___ Good ___ Excellent

6. If you could order articles yourself which would be sent directly to your office or home but would cost more, would you use such a service?

   ___ yes ___ no If no, please explain_____

   _____

7. Other comments

   _____

   _____

   _____

Thank you for your time!

87

rev. 8/94

Syracuse University Library

Final Report
Document Delivery Task Force

FORMATION AND CHARGE OF THE TASK FORCE

The Document Delivery Task Force was appointed by Dr. Stam in May, 1991 primarily in response to increasing pressure on the serials budget. In order to contribute to the University's down-sizing effort and to maximize use of University-supported network technology, the task force was charged to investigate traditional and electronic methods of access to materials not owned by the Library, and to establish policies and procedures for rapid delivery of those materials.

The appointed members were: Loretta Caren, Dorcas MacDonald, Pamela McLaughlin, Lee Murray, Bonnie Ryan, and Pat Sulouff. Loretta Caren served as Chair until she left the University in April, 1992. Bonnie Ryan then took over as Chair.

The emerging need for electronic access to materials the Library could no longer afford was recognized when Dr. Stam established a separate fund code for Document Delivery as part of the general acquisitions budget.

METHODOLOGY

The task force met approximately once a month and defined two goals:

- Establish a rapid document delivery service for SU users from public service points throughout the Library

- Acquire the tools that will expedite the transmission of documents, such as a telefacsimile machine in ILL and the purchase of ARIEL workstations for use in ILL and the Science and Technology Library.

The development of a rapid document delivery service required the establishment of deposit accounts with various commercial suppliers, development of an adequate accounting system for auditing purposes, staff training, publicity, and close coordination between library service points.

CHRONOLOGY

Document Express Established

The Document Express service was established as a prototype in the Science and Technology Library in December, 1991. Deposit accounts were established for CARL UnCover, Chemical Abstracts Service, NTIS, Engineering Index, Rapid Patent Service,

UMI, and others. Log sheets, application forms, and procedures were developed by Pat Sulouff and Lee Murray. Although there have been some technical problems with vendors, according to informal reports, the service has elicited a great deal of user satisfaction

Pamela McLaughlin developed an Information Bulletin which describes the service, serves as an application form, and record for accounting purposes (see attached). Document Express service began at Bird Library service points in Fall 1992.

The service was introduced to the Syracuse University community through announcements in the Science and Technology Library newsletter and in the Syracuse Record.

Tools

ARIEL document transmission workstations were installed in Interlibrary Loan in Spring, 1992, and in the Science & Technology Library in September, 1992. Telefacsimile machines were installed in Interlibrary Loan in Fall, 1991 and in the Science & Technology Library in June, 1991 as part of a CENTRO grant.

Training

Pamela McLaughlin trained ILL, ISD, Maps & Government Information, and Fine Arts staff on the use of CARL UnCover and outlined procedures for staff access to the service. Pamela McLaughlin, Lee Murray, and Bonnie Ryan introduced the entire Library staff to the new service at a presentation in September 1992.

RECOMMENDATIONS

- Evaluate and assess the Document Express service, preferably in Summer, 1993 to determine usage patterns, turnaround time, qualitative service, user satisfaction, costs, and fee structure.

- Continue education and training efforts.

- Although the charges of the Task Force have been completed, we recommend the Task Force convene quarterly under the present leadership to discuss the evolving marketplace, promotional efforts, training needs, refinements on policies and procedures, and evaluation of the service.

- The Library must continue to monitor developments in electronic access to information, and adjust our services to the changing academic information environment. To open a Library-wide discussion of the issues, the task force recommends convening a Librarians' Forum.

Washington University Libraries
St. Louis, Missouri

FY94 Document Delivery Service: Annual Summary

The number of requests handled by Document Delivery for FY94 was almost double the number processed for FY93. The fill rate continued to improve, exceeding 99% for the fiscal year.

The turnaround time for regular requests dropped from 5 days to 2 days after first class mail was eliminated as a delivery option. (In some cases, first class mail took 10-12 days for delivery.) All orders are now received by Ariel, telefacsimile, or overnight delivery (Fed Ex).

Because most DDS requests are now received within 2 days (unless there is a specific problem), DDS not make any distinctions between Rush (2 day) and Regular (7 day) service in the coming year. All requests will be handled as Rush requests. The Document Delivery request form has been revised to reflect these changes.

There were a number of vendor/supplier changes during FY94.

1. Both Engineering Information and AskIEEE were dropped as suppliers due to extremely poor and unreliable services.

2. Since it is difficult to find technical information from most commercial vendors at a reasonable cost, the unit began experimenting with OCLC libraries which provide Rush services. Georgia Institute of Technology (GAT), the University of Minnesota (MNU), and the University of Washington (WAU) have proven to be good sources for technical information, in terms of both reliability and cost.

3. Linda Hall Library has undergone a recent revamping of its services. It now sends documents via Ariel (which is much superior to fax), covers copyright, and has lower prices. Linda Hall has become a frequent source of information with a speedy, reliable turnaround time. We are in the process of opening a deposit account there.

4. UMI, ISI, and Chemical Abstracts are extremely reliable but limited in technical materials, specifically engineering. In addition, these vendors are considerably more expensive than the other vendors and libraries being used.

5. The best source, by far, is Carl Uncover, in spite of the fact that until recently only documents from 1989 to the present could be supplied. A new service just added allows for ordering from any issue of a journal listed in the database regardless of year. In addition, items not listed in the table of contents of an issue may be ordered in the same manner. Many more scientific titles have been added, expanding coverage and scope.

Washington University Libraries
St. Louis, Missouri
FY94 DDS/2

Problems continue with collecting financial statistics and reporting accurate totals and expenditures. Several factors combine to make it difficult to balance the DDS records and the Accounting Unit's records when it comes to the final total DDS expenditures.

1. FedEx bills are not included in the cost of an article because the bills arrive separately from the orders. Although FedEx is used infrequently (so there is not a large sum involved), this does represent monies not included in DDS's expenses.

2. Many libraries are very lax about sending bills in a timely manner, making totals and averages inaccurate. Frequently some of DDS's bills are included in those that are sent to ILL and DDS never sees them. Bills have not been received for approximately 270 of the DDS records and, hence, are not reflected in the totals.

3. There is a problem with receiving UMI cost information. In March we learned that we could pay a reduced price for articles by using an ILL number through MLNC. Before March, we received a monthly invoice and were able to record costs as they came in. Although DDS billings were supposed to come through MLNC, they have not been included since March. There are about 50 UMI orders without costs attached; this represents a considerable amount of money. For this report we took a nine month average and used that amount to estimate UMI costs for the entire year.

Because of these factors and the time required to keep statistics, we need to reevaluate the statistics which are being kept for this service. Much time and energy could be saved by deciding which statistics are relevant and which are superfluous.

The unit's major goal during the coming year is to initiate changes that will result in a more streamlined, efficient use of DDS's resources. Suggestions will certainly be welcomed and appreciated.

July 1994

* Thanks to Lynn Harrigan, ILL/DDS Document Delivery Assistant, for providing information for this report.

Washington University Libraries
St. Louis, Missouri

VENDOR ANALYSIS - FY 94

	Requests Total	Requests Filled		Requests Unfilled		Total Cost	Average Cost		Average Turnaround	
		Rush	Reg.	Rush	Reg.		Rush	Reg.	Rush	Reg
CARL UNCOVER	488	88	400	0	0	$5,549.75	11.62	10.81	1	2
CHEMICAL ABSTRACTS	103	67	35	0	1	2,243.00	23.06	19.68	1	5
CRERAR	142	90	52	0	0	2,178.02	15.72	15.60	2	3
EI	23	13	3	5	2	380.00	25.54	16.00	1	7
GAT	211	89	122	0	0	3,352.86	16.96	15.11	1	2
GEOREF	11	1	10	0	0	365.00	31.86	25.90	5	6
ISI	61	24	36	1	0	1,128.90	21.96	18.05	1	5
LINDA HALL LIBRARY	177	117	59	0	1	2,977.97	18.05	14.68	1	3
MATHDOC	25	3	22	0	0	539.98	23.17	22.67	2	4
MNU	32	11	20	0	1	526.09	20.46	16.72	2	2
UMI	112	83	25	2	2	1,984.75	19.20	17.91	1	2
MISC	254	254	0	0	0	na	na	na		
TOTALS	1,639	840	784	8	7	21,226.32	20.69	17.56	1	2

Washington University Libraries

St. Louis, Missouri

DOCUMENT DELIVERY SERVICE ANNUAL COMPARISONS

Requests	FY91	FY92	FY93	FY94
Total requests	192	678	875	1,639
Total unfilled	na	14	26	15
Total filled	192 (100%)	664 (98%)	849 (97%)	1,624 (99%)
Rush	86 (45%)	267 (40%)	499 (59%)	840 (52%)
Regular	106 (55%)	397 (60%)	350 (41%)	784 (48%)
COSTS				
Total	$2,789.50	$10,531.28	$14,484.34	$21,226.32
Overall average	14.50	15.86	17.06	19.12
Rush	na	19.00	17.91	20.69
Regular	na	13.00	15.94	17.56
TURNABOUT TIME				
Rush average	1 day	1 day	1 day	1 day
Reg. average	na	4 days	5 days	2 days
REQUESTERS				
Total	188	678	875	1631
Faculty	54 (29%)	343 (51%)	216 (25%)	328 (20%)
Post-Doc	34 (18%)	29 (4%)	45 (5%)	45 (3%)
Grad	90 (48%)	273 (40%)	555 (63%)	992 (61%)
Staff/Other	10 (5%)	33 (5%)	59 (7%)	266 (16%)

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SAMPLE FLYERS

INTERLIBRARY LOAN: QUESTIONS AND ANSWERS

1. WHERE CAN I TURN IN REQUESTS?

Requests may be turned in at the reference desks in both the Rockefeller and Sciences Libraries. Requests are then verified by Reference staff before going on to Interlibrary Loan; forms are available at the reference desks. If you have an accession number for materials from Medline, ERIC or Popline, please include that information on your request. At this time we cannot accept requests via e-mail.

2. WHERE DO I PICK UP ILL MATERIALS?

All loans (books, microfilm, bound serials) are to be picked up at Interlibrary Loan, Rockefeller Library. All photocopied materials will be sent to you via campus mail, fax, or, if you elect to pick them up, you must do so at Interlibrary Loan, Sciences Library.

3. WHO DO I CALL FOR STATUS OF A REQUEST?

With few exceptions, all loan requests are handled at the Rockefeller Library and all photocopy requests are handled at the Sciences Library. To find out what is happening with your request, call or email the staff at the proper library.

Rockefeller Library
863-2169
ROCK-ILL@brownvm

Sciences Library
863-2750
SCI-ILL@brownvm

4. WHAT IS INFORMATION EXPRESS?

INFORMATION EXPRESS is a new service of Interlibrary Loan where the staff contacts commercial vendors in an effort to get photocopied material faster than possible through normal Interlibrary Loan channels. When you check the box marked "EXPRESS" on your photocopy request card, it signifies that you would like to receive the material in 3-6 days. Not all requests are going to be available through the express method, so you should use the following guidelines before requesting materials express. Express requests are limited to 5 per week for undergraduate students.

ITEMS NOT AVAILABLE FOR EXPRESS SERVICE ARE:

Journal articles pre-1988
Journal articles available in the Providence area
Material from POPLINE sources
Book requests
ERIC documents
Articles from conference proceedings
Incomplete citations

5. HOW MUCH DOES ILL COST?

At this time, the Brown University Library does not charge students or faculty for Interlibrary Loan Services. However, it is important to note that, according to a recent study, Interlibrary Loan costs an average of $30.00 per request, and EXPRESS materials adds additional costs. **Please use discretion when ordering express.**

6. HOW CAN I GET THINGS ON MY OWN?

Try using UnCover on the Brown CWIS. UnCover provides access to thousands of journal titles and articles may be ordered, charged to your credit card and delivered to your fax machine in **24-48 hours**. Also, try one of many library catalogues or EUREKA, both via the CWIS for local and regional library information. Guides for these resources are available at the Reference desks.

SYRACUSE UNIVERSITY LIBRARY

DOCUMENT EXPRESS

What is Document Express?

Document Express is a new **rush** document delivery service, providing journal articles and similar materials not available in the library. **Document Express** requests will be ordered from commercial suppliers with fax or other rapid delivery capabilities. For books and other materials not needed rush, please request through Interlibrary Loan (ILL). See the **Interlibrary Loan Information Bulletin** for procedures.

Who is eligible to use the service?

Document Express service is available to any Syracuse University or SUNY College of Environmental Science and Forestry student, staff or faculty member with a valid ID card.

What kinds of materials can I request?

Journal articles, government reports, patents, and other types of information are available from established commercial document delivery suppliers, including *CARL UnCover2, Chemical Abstracts Service, DIALOG, Engineering Index, MathDoc, NTIS, Rapid Patent, and UMI Article Clearinghouse.*

How does the service work?

When you need an item for your research within a few days and have verified that it is not available in the library, complete a **Document Express** form at a Reference Desk or the Interlibrary Loan office in Bird Library or in any of the science libraries. Library staff will determine the most efficient way to acquire the item and will notify you when it has arrived. Items not readily available through an established supplier will be filled through the regular interlibrary loan process. Delivery time for **Document Express** requests ranges from same day service to approximately one week, depending upon the supplier and type of service desired. For more information, see a library staff member.

Is there a fee?

Yes, a fee is charged for most Document Express requests. Syracuse University Library subsidizes up to $8.00 of the cost per item for Document Express for Syracuse University students, faculty, and staff only . Any fees over $8.00 are charged to the requestor, payable by cash, check, or interdepartmental order when documents are picked up. Costs vary, depending upon the type of rush service required. For example, articles obtained through CARL UnCover2 are usually faxed within 24 hours and cost $9-$12 each; some may cost up to $20 or more.

Use the form on the reverse to submit a Document Express request.

Syracuse University Library

DOCUMENT EXPRESS

Supplier: _____

Confirmation no.: _____

How ordered: M / P / F / A / O

	req'st	ord'd	rec'd	not'd	pickup
Date					
Initials					

Staff use only

Date of request: _____

Name (print): _____

SU ID: 22911 _ _ _ _ _ _ _ _ _

Department: _____

Status: undergrad / grad / faculty / staff

Phone: _____ Email: _____

Author: _____

Title of article / report / patent: _____

_____

Journal title: _____

_____

Volume: _____ Issue: _____ Date: _____ Pages: _____

Document abstract / accession number: _____

Items prior to 1989 may cost $10.50 or more. Please read the reverse carefully.

How much are you willing to pay for the above item: $ _____

User agrees to comply with U.S. Copyright Law (TITLE 17, U.S. CODE)

PAID BY:

CHECK # _____

ayable to Syracuse University)

CASH _____

ID ORDER #: _____

ACCOUNT #: _____

CHARGES:

Item Cost: _____

Library subsidy: _____

Amount due: _____

12/92

SYSTEMS AND PROCEDURES EXCHANGE CENTER

DOCUMENT DELIVERY SUPPLIERS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

The British Library.

Now, the world's most comprehensive resource for documents has expanded. Into America.

Over 125 miles of shelving. The largest literature collection in the world dedicated solely to document delivery. And now, a U.S. Service Centre located in Boston, Mass. All combine to make The British Library Document Supply Centre the foremost source of information in the United States today.

Whether you're ordering one of our 220,000 journal titles, 500,000 theses, 300,000 conference proceedings, three million books, or any hard-to-find document from our vast collection, we can process your order quickly and efficiently. And 90% of all orders are dispatched no later than 48 hours after your request has reached us in England. In special circumstances, some can be filled within a matter of hours.

Our vast collection, quick turnaround, and now our U.S. Service Centre are just a few of the reasons why we're able to handle more than 14,000 requests a day from thousands of researchers, librarians, scholars and businesses from all over the world.

Introducing a level of service that gives a whole new dimension to using our resources. Convenience.

Our U.S. Service Centre, in Boston, Mass., now makes it even easier for you to learn more about The BLDSC. Simply call toll-free with any questions you may have regarding our services or your account.

Identify holdings on-line.

A portion of our holdings is conveniently listed on several on-line databases, including RLG (Citadel), Ebsco (EBSCONET), and OCLC. Please see Accessing the Collection insert for further details.

Order on-line instantly.

On-line ordering is the fastest way to transmit requests directly to The British Library Document Supply Centre in England. On-line ordering is available through the following networks: BLAISE, DIALOG, ESA, ORBIT, DIMDI, and OCLC PRISM ILL Subsystem. (See Payment Options insert for a complete list of all networks.) User discounts may apply to customers placing requests via certain networks.

Call toll-free from anywhere in the U.S. and Canada.

To contact our U.S. Service Centre from anywhere in the United States or Canada, simply call our toll-free number **1 800 932-3575**. Or use our convenient fax number **(617) 451-1193**.

BEST COPY AVAILABLE

Flexibility.

**How we provide you with exactly what you need.
While keeping you on budget.**

Whether you're requesting one article or an entire book, The British Library is fully equipped to take care of you. We've designed our system to accommodate even the smallest of budgets without having to sacrifice the quality of service each customer deserves.

Standard Photocopy Service. Serving your basic information needs.

Fast, reliable, and easy to use. Simply send your complete document request to us. We'll locate your document and send it to you within 48 hours via airmail. For other ordering information, see the Services insert.

Copyright Clearance. The perfect safeguard.

Copyright Clearance is automatically built into all of our document services. International reciprocal agreements between Royalty Offices mean that The BLDSC is paying publishers, worldwide, the copyright clearance fees they require. So, whenever you see The BLDSC Copyright Clearance symbol on your document, you can feel secure knowing you're protected against many of the restrictions often imposed on the copying of documents.

LEXICON. Just give us your list of citations. We'll do the rest.

Simply send us your list of bibliographic citations indicating the documents you need, either by phone, fax, computer, or mail. We'll locate everything for you, and send it out quickly. Courier delivery is available for LEXICON, and is free of charge when we deliver 15 or more documents.

Journal Contents Page Service. Order only the articles you need.

An ideal way to cut expenses, the Journal Contents Page Service makes available photocopies of the contents pages of specified current journals on a regular subscription basis. You then order only photocopies of the articles you need. Contents pages from approximately 50,000 journals are currently available.

Urgent Action Service. When time is of the essence.

Simply fax or phone directly to our special team, and your requests will be processed within two hours. For this service, you may choose fax, courier, or airmail delivery. Please note that international time differences may mean that your fax delivery will arrive by the start of your next business day.

CD-ROMs. Check our holdings before you order.

Our extensive publications program includes four CD-ROM products which allow you to check our holdings list for serials, conference proceedings and books right from your own computer. Our *Inside Information* CD-ROM contains details of the contents pages of the 10,000 most frequently used journal titles held at The BLDSC. Each CD-ROM package is sold separately. For more information concerning our publications program, see the enclosed Accessing the Collection insert.

Loans. When you prefer the original document over a photocopy.

If there's a certain report, thesis, periodical, book, or conference that you're interested in borrowing, our Loan Service can provide it for you. Regardless of how new or how old the item is, we can have it sent to you immediately via airmail.

An additional registration form is required for this unique service. The Loan Service was designed specifically with institutions and universities in mind. As a result, this service is not available to private individuals. For a Registration Form, please contact our U.S. Service Centre.

Account Customer Services

- All document services include the copyright clearance fee.
- For Standard and LEXICON Services, there is no charge for unfulfilled requests.

Standard Services

Per article up to 10 pages, by airmail	1.50 units	($ 13.50)
Each additional 10 pages (or part thereof), by airmail	1 unit	($ 9.00)
Fax delivery up to 20 pages (OCLC PRISM ILL requests only)	2.50 units	($ 22.50)
Loan of document (loan registration required)	2 units	($ 18.00)

Urgent Action

Per article, by airmail	4.50 units	($ 40.50)
Per article, by fax	5.50 units	($ 49.50)
Per article supplied at a later date from a waiting list, by airmail	2.50 units	($ 22.50)
Per loan, by airmail (loan registration required)	4 units	($ 36.00)
Per loan supplied at a later date from a waiting list, by airmail	2 units	($ 18.00)
Handling charge for unfulfilled requests	1 unit	($ 9.00)
Courier charge in addition to airmail price One charge for all documents in one delivery	+4 units	(+$ 36.00)

LEXICON – The Easy Order Service

For 15 items or more, courier delivery is free. For fewer than 15 items, courier delivery is available at cost.

Per article up to 10 pages, by airmail	2.50 units	($ 22.50)
Each additional 10 pages (or part thereof), by airmail	1 unit	($ 9.00)

Coupons and Request Forms

Pre-paid coupons and Request Forms are available for photocopy and loan services.
Please contact our U.S. Service Centre for details.

Non-Account Customer Services

LEXICON – For Non-Account Customers

All prices include the copyright clearance fee. Courier delivery is available at cost.
(Items are not loaned to non-account customers.)

Per article up to 10 pages, by airmail	$ 31.50
Each additional 10 pages (or part thereof), by airmail	$ 9.00
Per article up to 10 pages, by fax	$ 49.50
Each additional 10 pages (or part thereof), by fax	$ 18.00

For requests or questions, call our convenient U.S. Service Centre toll-free at **1 800 932-3575.**

Please note that all prices are subject to change.

April 1994

Payment Options

Account Customers.

Registering with The British Library Document Supply Centre is free of charge. To establish an account, simply choose one of the four convenient options listed below. **For non-account customers, please see the back of this insert.**

Deposit Account.

A deposit account may be opened with an initial deposit of 20 units. When you use any of our services, we will automatically deduct the appropriate number of units from your account based on the enclosed Price List.

A statement will be sent to you at the end of each month in which there was account activity. To ensure future orders will be processed without delay, we will notify you should your balance become low.

Billing Account.

If you prefer, a billing account may be set up. At the end of each month, you'll receive a statement and invoice, provided that the debt is at least 20 units or has been carried for six months. The invoice will also include an administration charge of one unit.

Pre-paid Coupons.

Pre-paid coupons and Request Forms are available for photocopy and loan services. Please contact our U.S. Service Centre for details.

OCLC Network Billing Account.

If you're an OCLC Network member, this is a convenient way to save time and money. For more information, see the back of this insert.

All payments for The British Library Document Supply Centre services may be made by check, bank transfer, or credit card.

For requests or questions, call our convenient U.S. Service Centre toll-free at **1 800 932-3575.**

Payment Options

OCLC Network Billing Account.

For convenience and savings, most OCLC Network members have the option of opening a billing account through their participating regional OCLC Network. The British Library Document Supply Centre services requested will appear directly on your OCLC Network monthly statement. Participating OCLC Networks offer discounted rates to their members on The BLDSC services. For more information, contact our U.S. Service Centre, or contact your regional OCLC Network directly.

Participating OCLC Networks.

AMIGOS	(800) 843-8482	NEBASE	(402) 471-2045
BCR	(800) 397-1552	NELINET	(617) 969-0400
CAPCON	(202) 331-5771	OHIONET	(614) 486-2966
INCOLSA	(317) 298-6570	PALINET	(800) 233-3401
ISM*	(416) 236-7169	PRLC	(412) 825-0600
MINITEX	(800) 462-5348	SOLINET	(800) 999-8558
MLC	(800) 530-9019	WILS	(608) 263-5051
MLNC	(800) 969-6562		

*(Formerly UTLAS)

The list of participating networks offering The British Library Document Supply Centre services is always growing. For updated information, call the U.S. Service Centre at 1 800 932-3575.

Non-Account Customers.

Non-account customers may place orders via the LEXICON service. Surcharge rates apply to such orders. For rates, see the accompanying Price List insert.

For requests or questions, call our convenient U.S. Service Centre toll-free at **1 800 932-3575.**

CAS Document Delivery Service®

Chemical Abstracts Service • A division of the American Chemical Society

2540 Olentangy River Road
P O Box 3012
Columbus, Ohio 43210-0012

Phone: (614) 447-3670
Telex: 6842086 via MCI
TWX: 810-482-1608
Cable: CHEMABS
Telefax: (614) 447-3648

Scope of Service

The CAS Document Delivery Service® (CAS DDS) supplies to customers worldwide documents cited in CAS publications such as CHEMICAL ABSTRACTS® (CA) and CAS databases available online. The valuable collection of the world's scientific and technical literature maintained by CAS includes 9,000 serial titles, patents from 26 countries and two international patent organizations, conference proceedings, technical reports, and edited monographic collections.

CAS DDS provides **photocopies** of documents for

- noncopyrighted publications,
- publications registered with the Copyright Clearance Center,
- American Chemical Society publications, and
- publications from publishers with whom CAS has right-to-copy agreements.

CAS DDS provides **documents** from the CAS collection, including

- documents from the former Soviet Republics published since 1970,
- other documents published since 1975, and
- U.S. patents published since 1971 and most foreign chemical patents published since 1978.

Customers may retain loaned documents for seven days from the day they receive them.

CAS DDS does not provide

- translations—copies are in the language of publication;
- multiple copies of a single document—request each copy separately;
- entire publications, such as single-authored monographs or entire conference proceedings.

Placing Document Orders

Orders for documents may be placed as follows:

- Online via STN, DIALOG, OCLC, BRS, ORBIT, and ESA-IRS
- Telephone: 800-848-6538 extension 2956 or 614-447-3670
- Telefax: 614-447-3648
- Telex: 6842086 via WUI
- TWX: 810-482-1608
- CABLE: CHEMABS
- Mail: CAS Document Delivery Service
  P.O. Box 3012
  Columbus, OH 43210-0012

Processing and Shipping

Most orders are filled and shipped within 24 hours of receipt. Regular delivery is via first class mail or United Parcel Service in North America and by International Priority Air Mail elsewhere. The option of even faster delivery, such as fax, is available at extra cost.

Loan Queue Option

Customers may ask that their requests be held in a loan queue if the original document cannot be photocopied and it is on loan to another customer.

Charges and Terms

CAS DDS fees may be paid via the following options (see fee sheet):

- deposit accounts; contact the CAS Accounting Department for details (614-447-3600, extension 3566);
- direct invoicing;
- American Express, MasterCard, and VISA credit cards;
- check or money order

2/93

CAS DOCUMENT DELIVERY SERVICE®

1994 Price List

$10.00 per document	if you order by STN Accession Number (the AN Field) or by L-number in any STN bibliographic file other than a learning file
$14.00 per document	if you order by CA Accession Number or CIN Extract Number via online vendors other than STN International
	if you provide the CA or CApreviews Accession Number or CIN Extract Number when ordering by mail, phone, telex, and telefax (please identify the source of the accession number you provide)
$18.00 per document	if you order using only bibliographic information
	if you reference other than an STN, CA, or CApreviews Accession Number or a CIN Extract Number

Additional fees for special services:

$3 to photocopy each copyrighted document
$3 to borrow* an available document
$3 to cancel an order after processing has begun

Delivery and handling charges

Documents are delivered by U.S. Postal Service or United Parcel Service in North America at no extra charge. International delivery is by airmail at an additional cost of $2.50 per document. Other delivery options and charges per document are as follows:

Options	Handling charge	Delivery charge	Total
Fax	$3	$5	$8
Domestic Courier	$3	$5**	$8
International Courier	$3	actual cost**	varies
RUSH orders via FAX (transmittal within four hours)	$5		$5
RUSH orders (after 1 p.m. U.S. Eastern Time) via courier	$5		$5

* We lend documents that cannot be photocopied because of copyright restrictions.

** Customers with their own courier accounts may choose to have the actual courier fees charged against their own account, in which case the courier delivery charge is not applicable.

Please use your CAS DDS Customer Number when you order!

Institute for
Scientific Information

THE GENUINE ARTICLE®

For full-text access to the ISI® database.

YOU CAN RELY ON The Genuine Article for fast, reliable document delivery! The Genuine Article provides five-year, **FULL-TEXT** article coverage from the 7000+ titles covered by ISI's multidisciplinary database of high-quality journals. Whether you choose from the biomedical, chemical, physical science, agricultural, engineering, behavioral science or humanities journal literature, you will always receive the full text of the articles you need...**WHEN YOU NEED THEM.** Our 34 years of experience **GUARANTEES** it!

Rely on THE GENUINE ARTICLE *for...*

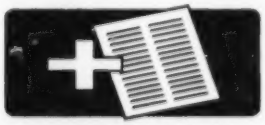
EASY ORDERING — by mail, phone, fax or electronic transmission. Online ordering available from Internet, and Dialog, OCLC: First Search and Prism, STN, DATA-STAR, DIMDI and ISM, with new vendors added regularly.

FAST, FLEXIBLE DELIVERY. You control the turnaround by choosing your desired delivery method: fax, courier or standard mail — including a 30-minute fax delivery option for the most rapid response in the business!

CUSTOMER SERVICE to answer your questions, fulfill your requests for our free journal coverage list, or place your order. High-volume users are assigned their own dedicated account representatives for even more personalized service.

ORIGINAL TEAR SHEETS! If an original article tear sheet is not available, The Genuine Article will send you a photocopy of the highest quality...along with our money-back guarantee.

STRICT COPYRIGHT COMPLIANCE so you and your organization are never at risk. Most of our royalty agreements are negotiated directly with the publishers, resulting in lower copyright payments for you.



AN OPTIONAL EXTENDED SERVICE which provides access to older journal issues... some dating back to the 1800s.

MANAGEMENT TOOLS — such as usage reports and charge-back capabilities — that help you monitor your account and control your expenses.

EXTREMELY COMPETITIVE RATES, especially for a service with such an outstanding reputation for providing full copyright compliance. High-volume users realize extra savings.

106

THE GENUINE ARTICLE. Order today and discover for yourself why we are still **THE INDUSTRY LEADER!**

107

THE GENUINE ARTICLE®

THE INSTITUTE FOR SCIENTIFIC INFORMATION®

1994 PRICE LIST

STANDARD ACCOUNT
in the United States, Canada and Mexico

BASE FEE

for each article of 10 pages or less **$10.25**

STANDARD ACCOUNT
outside the United States, Canada and Mexico

BASE FEE

$11.25 for each article of 10 pages or less

DEPOSIT/MONTHLY BILL ACCOUNT
in the United States, Canada and Mexico

BASE FEE

for each article of 10 pages or less **$9.75**

DEPOSIT/MONTHLY BILL ACCOUNT
outside the United States, Canada and Mexico

BASE FEE

$10.75 for each article of 10 pages or less

A VARIABLE PUBLISHER ROYALTY SURCHARGE WILL BE ASSESSED WHEN APPLICABLE.

ADDITIONAL CHARGES FOR SPECIAL SERVICES (per article)

EXTENDED SERVICE*: $7.75 for all accounts listed above.

EACH ADDITIONAL 10 PAGES: $2.75 for all **STANDARD** accounts.

$2.20 for all **DEPOSIT/MONTHLY BILL** accounts.

* Extended Service covers an additional 3,500 publications, some dating back to the 1800s.

DELIVERY OPTIONS AND CHARGES (in addition to base fee)

24-HOUR FAX: $5.50 per article for all articles in the U.S., Canada and Mexico.

NEW LOW RATE

$10.00 (Europe)

$13.00 (Elsewhere)

30-MINUTE FAX: $10.50 per article for all accounts in the U.S., Canada and Mexico.

FEDERAL EXPRESS*: Per order for all accounts in the U.S., Canada and Mexico:

$9.00 priority 10:30 a.m.

$6.00 standard 3:00 p.m.

* Other courier services are available at varying rates.

ORDERS ARE RECEIVED BY

MAIL: The Genuine Article, P.O. Box 7640, Philadelphia, PA 19104

FAX: (215) 222-0840 (215) 386-4343

TELEPHONE: (215) 386-4399

TELEX: 84-5305

ELECTRONIC TRANSMISSION VIA: DIALOG DATA-STAR OCLC (Prism and FirstSearch) DIMDI STN ISM

INTERNET: tga@isinet.com

Institute for Scientific Information®
3501 Market Street, Philadelphia, PA 19104 U.S.A.
Telephone: (215) 386-0100 Fax: (215) 386-2911
Brunel Science Park, Brunel University, Uxbridge UB8 3PQ U.K.
Telephone: +44-895-270018 Fax: +44-895-256710 Telex: 933693 (ANSI)

© 1994 ISI JA-978

BEST COPY AVAILABLE

THE GENUINE ARTICLE®

THE INSTITUTE FOR SCIENTIFIC INFORMATION®

1994 CONTRACT PRICE LIST

(HIGH-VOLUME USAGE)

BASE FEE for the United States, Canada and Mexico*

NUMBER OF ARTICLES	500+	800+	1200+	2500+	5000+	10,000+
MONTHLY BILL	$9.65	$9.10	$8.60	$8.15	$7.65	$7.15
MONTHLY PRE-PAY	$9.50	$8.95	$8.45	$8.00	$7.50	$7.00
ANNUAL PRE-PAY	$9.35	$8.80	$8.30	$7.85	$7.35	$6.85

* Outside the U.S., Canada and Mexico, add $1.00 to base fee.

A VARIABLE PUBLISHER ROYALTY SURCHARGE WILL BE ASSESSED WHEN APPLICABLE.

ADDITIONAL CHARGES FOR SPECIAL SERVICES (per article)

EXTENDED SERVICE* $6.50 for all accounts listed above.

EACH ADDITIONAL 10 PAGES No charge.

* Extended Service covers an additional 3,500 publications, some dating back to the 1800s.

DELIVERY OPTIONS AND CHARGES (in addition to base fee)

24-HOUR FAX $4.50 per article for all accounts in the U.S., Canada and Mexico.

$9.00 (Europe)

$11.00 (Elsewhere)

NEW LOW RATE

30-MINUTE FAX $7.50 per article for all accounts in the U.S., Canada and Mexico.

FEDERAL EXPRESS* Per order for all accounts in the U.S., Canada and Mexico:

$9.00 priority 10:30 a.m.

$6.00 standard 3:00 p.m.

* Other courier services are available at varying rates.

ORDERS ARE RECEIVED BY

MAIL The Genuine Article, P.O. Box 7649, Philadelphia, PA 19104

FAX (215) 222-0840 (215) 386-4343

TELEPHONE (215) 386-4399

TELEX 84-5305

ELECTRONIC TRANSMISSION VIA DIALOG DATA-STAR OCLC (Prism & FirstSearch) DIMDI STN ISM

INTERNET tga@isinet.com

The 1992 base price per article is $12.50*. Account customers pay $10.50 per article; $8.50 if purchasing 1,000 or more articles per year. To become an account customer, contact the Article Clearinghouse. A $200 minimum deposit is required.

Additional copies of the same article are $2.50 each. Additional discounts apply to orders of fifty or more copies. Add $2.50 per article for shipments outside the United States, Canada, and Mexico.

Rush delivery surcharges:

Fax — $10.00 per article plus 35¢ each page over 20

Rush 1st Class — $5.25 handling fee per article

Rush Overnight — $5.25 handling fee per article and $10.50 per courier package

UMI can create special pricing packages for you. For example, with a CD-ROM subscription you can get 25 articles for $250 or 50 articles for $485. For information on customized pricing options, contact your Serials sales representative.

For more information on the services available through UMI's Article Clearinghouse, call 800/521-0600, extension 2786, or write to the address on the back of this brochure. A free catalog is available.

* The price for articles cited in PNI (Pharmaceutical News Index) is $15.00. The price for all American Society for Testing and Materials standards is $14.75. The price for copies of dissertations cited in Dissertation Abstracts depends on the format you need — microfilm, microfiche, paper cover, or hard cover. Academic pricing is available. For more information on Dissertation Abstracts, call 800/521-3042.

For more information about article delivery services or to place an order, contact either:

UMI Article Clearinghouse
300 North Zeeb Road
P.O. Box 1346
Ann Arbor, MI 48106-1346

Telephone 800/521-0600 (US), extension 2786. FAX either 313/761-1032 or 313/665-7075.

or

UMI/Data Courier Article Delivery Service
620 South Third Street
Louisville, KY 40202-2475

Telephone 800/626-2823 (US/Canada), 502/583-4111; extension 205, 254, 256, 253
FAX either 502/584-1416 or 502/589-5572

All prices and products are subject to change without notice.

U·M·I

ARTICLE DELIVERY SERVICES

Photocopies of articles from over 14,000 publications

Quick
Convenient
Comprehensive
Copyright-cleared

U·M·I

Article Delivery Services

***UMI's Article Clearinghouse** offers the fastest and easiest way to get photocopies of articles from nearly 14,500 periodicals and newspapers. It also can provide copies of more than one million dissertations.*

Convenient

Transmit your order by the method most convenient to you — mail, phone, fax, or online.

Comprehensive

No other commercial document delivery service offers the coverage available at UMI's Article Clearinghouse.

Copyright cleared

Agreements with more than 5,000 publishers assure payment of royalty or copyright fee on each copy sold.

Complementary

UMI's Article Clearinghouse is an integral part of UMI's complete information access-and-delivery service. The Clearinghouse complements print- and microform-based collections as well as electronic databases online, on CD-ROM, and on magnetic tape.

Document delivery designed for you

Whether you're an information professional, an executive, or a student, UMI's Article Clearinghouse offers the fastest and easiest way to get articles from almost every issue of nearly 14,500 periodicals and newspapers. It also can provide more than one million dissertations.

You can get these documents over your fax machine or through the mail — express, if you need it.

Standard service includes shipment within two working days.

Article delivery supports electronic databases

UMI's Article Clearinghouse can supply full-text copies of most articles cited in UMI's business, academic, and general-reference databases, including . . .

- *ABI/INFORM®*
- *ABI/INFORM - Express Edition*
- *Business Dateline®*
- *Dissertation Abstracts*
- *Newspaper Abstracts*
- *Periodical Abstracts*
- *PNI® (Pharmaceutical News Index)*
- *Resource/One*

The Article Clearinghouse can provide photocopies for those databases regardless of their electronic format — online, on CD-ROM, or on magnetic tape.

How it works

Order articles by phone, telex, fax, online, or mail. Please include bibliographic information, the ACH catalog number, your shipping and billing addresses, and your ACH deposit account number, customer number, or credit card number. Also, include your telephone number and any special shipping instructions.

UMI's Article Clearinghouse and The Information Store have teamed up to give you the fastest, most efficient document delivery available. Periodical articles, product brochures, government reports, doctoral dissertations...if it exists, we'll find it and deliver it to you.

UMI's Article Clearinghouse offers you article reprints from more than 14,500 publications, including journals, magazines, conference proceedings, newspapers, and government documents. No other document delivery service offers you convenient access to such a vast, in-house collection. Source publications range from the highly technical to popular, and many titles are available from the very first issue.

And now, through the combined resources of Article Clearinghouse and The Information Store, we'll find and forward virtually any kind of information you need: technical papers, standards, patents...you name it. Get fast, reliable document support for your research needs — call us at 800/521-0600, ext. 2786.

Article Clearinghouse

The Information Store®

Article Clearinghouse brings you...

▸ Copyright-Cleared Articles

All articles from Article Clearinghouse are copyright-cleared, which means you don't need to pay for copyright clearance or worry about publisher royalty issues. UMI takes care of these important details, so you don't have to.

▸ Fast Turnaround

24-Hour Standard Delivery

Keep your research rolling. When you request an article from Article Clearinghouse, we'll send it to you by First Class mail, fax, express delivery, or via Ariel® (over the Internet) within 24 hours.*

Four-Hour Rush Delivery

Keep pace with today's demanding information requirements. With Rush Delivery from Article Clearinghouse and The Information Store, documents from our in-house collection can be delivered via fax within **four hours** if you place your order by phone before 1:30 p.m. EST.

*24 hour service available beginning September 1, 1994. Applies only to articles requested from our in-house collection. Other types of documents — such as harder-to-find periodicals, books, and research reports — will be fulfilled by The Information Store within five days for "Standard" Delivery or two days for "Rush" Delivery.

▸ Comprehensive Coverage

With UMI's Article Clearinghouse and The Information Store, you know you'll find the information you need, whatever the subject matter, whatever the medium. Here's just a sample of the types of materials you can get from us:

Magazine & Journal Articles
Newspaper Articles
Software Documentation
Technical Reports
Conference Proceedings & Papers
SEC Files
Standards & Specifications
Government Documents
Patents
Management Tapes
Books & Monographs
Theses & Dissertations
Encyclopedias
Price Lists
Fliers & Pamphlets
Directories
Indexes
Product Literature & Brochures
AV Material
Maps
User Manuals
Translations
Press Releases
Photographs
Market Research Reports
Annual Reports
Handbooks
Newsletters
Training Material
Advertisements
Manuscripts
...and more!

▸ Top-Notch Customer Service

Expanded hours for your convenience

Now you can call or fax UMI's Article Clearinghouse from 8 a.m. to 8 p.m. EST, and The Information Store from 8 a.m. to 9:30 p.m. EST. Longer hours allow us to accommodate your busy schedule, especially if you're on the west coast.

Satisfaction guaranteed

If you're not satisfied with an article or the service you receive, just let us know. We'll replace your document, refund your money, credit your account, or do whatever it takes to make you happy. It's guaranteed.

Together, UMI's Article Clearinghouse and The Information Store are your *one* resource for document delivery, and our speed, broad access, and customer service allow us to provide you with the articles you need, when you need them.

Document delivery via the information superhighway:

Now you can request documents electronically with OCLC's FirstSearch™ and receive them via FastDOC™. Or contact us through Electronic Mail on the Internet and receive your document via a variety of electronic delivery options, including Research Library Group's Ariel. Call us at 800/521-0600, ext. 2786, for more details.

what

What *Is It?*

UnCover is an online periodical article delivery service.

UnCover indexes nearly 17,000 English language periodicals – and it's still growing.

Over 5 million articles are available through a simple online order system. 5,000 citations are added daily.

Articles appear in UnCover at the same time the periodical issue is delivered to your library or local newsstand.

115

UnCover

The UnCover Company
3801 East Florida Avenue
Suite 200
Denver, Colorado 80210

UnCover

The Article Access Solution that Delivers

why

Why *do I need it?*

If you have a need for up-to-minute information, delivered to you quickly, you need UnCover.

Articles from periodicals in the UnCover database can be sent to your fax machine within 24 hours – often in less than one hour.

UnCover offers you a look at the periodical collections of some of the major university and public libraries in the United States – and coverage will soon include libraries in the UK and Australia.

UnCover allows a multidisciplinary approach to your subject.

UnCover searching is powerful, yet easy to use! You succeed your very first try. No special training is required.

Expert searching is available for more experienced users.

Publisher copyright royalty fees are paid for every article delivered through UnCover. You can be assured that you are in full compliance with copyright law.

how

How *much does it cost?*

Searching the UnCover database is absolutely FREE! You pay only for the articles you order. Articles cost $8.50, plus copyright royalty fee. Outside the US and Canada, a fax surcharge may apply.

You can purchase an UnCover password for $900/year and receive a $2.00 discount on every article you order.

Libraries and other institutions may purchase gateway access and receive article discounts, dedicated ports, and in some cases, customized screens and local periodical holdings display. Gateway access ranges from $5,000 to $10,000+ per year.

How *do I pay for the articles I need?*

American Express, VISA, and Mastercard are accepted for payment of article charges. The UnCover Company will also accept deposit accounts.

where

Where *do I get it?*

UnCover is available over the internet by telnetting to **database.carl.org**. It is also offered through BH Blackwell's CONNECT Service and through Readmore's ROSS. UnCover can be dialed directly at 303 758-3600.

UnCover works with all standard communications software, on any PC or Macintosh.

For more information contact:

Brenda Bailey, Product Development Specialist
The UnCover Company
3801 East Florida Ave. #200
Denver, CO 80210
303 758-3030
(bbailey@carl.org)

Jane Beddall, UnCover Product Manager
BH Blackwell
Hythe Bridge Street
Oxford OX1 2ET
England
+44 865 261 362
(uncover@blackwell.co.uk)

Judy Schott, Director of Marketing
Readmore
122 Cortlandt Street
New York, NY 10007
212 349-5540
(jschott@readmore.com)

BEST COPY AVAILABLE

Join the UnCover Frequent User Plan

	Database	Articles*	Additional Benefit
Open Access Basic Package	Open	$8.50	
Password	$900	$6.50	
Gateway			
Standard	$5000	$6.50	$300 in free articles
Customized	$10,000+	$6.50	$600+ in free articles

Deposit Account Benefit—

$10,000 deposit includes a bonus of $900 in article credit.
Each additional $10,000 earns $300 in free articles.

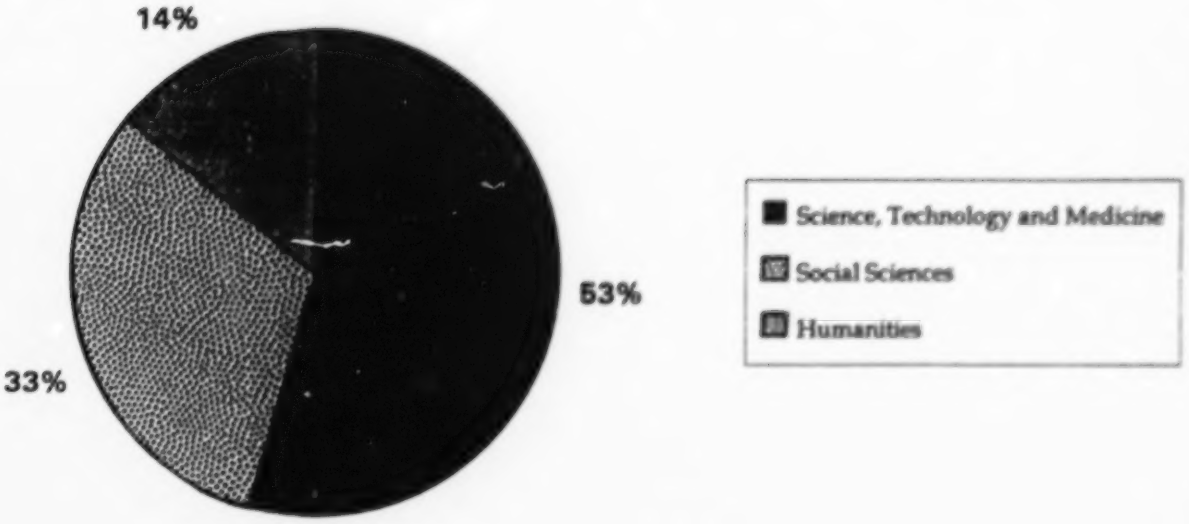
* Copyright and international fax charges extra

Effective 9/1/93

The UnCover Company
3801 E. Florida, Suite 200
Denver, CO 80210
(303) 758-3030

UnCover

UnCover Database



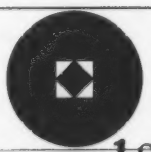
Science, Technology & Medicine	
Pure Science	23%
Applied Science	16%
Medicine	14%
Total	53%

Humanities	
Fine Arts	3%
Literature	6%
Humanities	5%
Total	14%

Social Sciences	
Business	12%
Education	4%
Geography	3%
History	4%
Law	5%
Political Science	2%
Psychology	2%
Other	1%
Total	33%

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTED READINGS: DOCUMENT DELIVERY SERVICES

ASSOCIATION OF RESEARCH LIBRARIES  OFFICE OF MANAGEMENT SERVICES

Document Delivery Services

Selected Readings

GENERAL

Higginbotham, Barbra Buckner and Sally Bowdoin. "Commercial Document Suppliers," pp.144-200. In **Access versus Assets: A Comprehensive Guide to Resource Sharing for Academic Librarians.** (Frontiers of Access to Library Materials, No. 1) Chicago: American Library Association, 1993.

Presents an excellent introduction to document delivery services. Covers every possible aspect, including history, comparison with interlibrary loan services, vendor types and services, ordering and delivery methods, and costs. Gives guidelines for experimenting with and evaluating commercial document suppliers. If you have time to read only one thing, read this chapter.

"Symposium: DocuShock: options for document delivery in the nineties," edited by Julie Malamud and Lillian Levine. *Bulletin of the Medical Library Association 82:2 (April 1994):161-87.*

Relates experiences of health science and medical librarians with various document delivery options. Originally presented at MLA's May 1993 Annual Meeting, articles include: "Introduction" (Malamud and Levine); "Electronic document delivery using the Internet" (Bennett and Palmer); "Faxon Finder/Faxon Xpress: report from a beta test site" (Borsman); "SAIL: automating interlibrary loan" (Lacroix); "A look at LOANSOME DOC™ service" (Lovas); "UnCover: the article access solution" (Whittaker and Malamud); and, "Legal considerations for document delivery services" (Bunting).

"Resource Sharing and Document Delivery in the 1990s." *Wilson Library Bulletin 67:6 (February 1993):35-51+.*

Contains the following articles: "Resource Sharing and Document Delivery in the 1990s: An Introduction" (Jackson); "Interlibrary Loan—A Cooperative Effort among OCLC Users" (Nevins and Lang); "Fee-Based Information Services and Document Delivery" (George); "Document Delivery and School Libraries" (Kachel); and "Document Delivery 2000: Will It Change the Nature of Librarianship?" (Bluh).

"Special Section: Document Delivery." *Computers in Libraries 12:11 (December 1992): 16-39.*

Includes the following articles: "Document Delivery Services: Today's Electronic Scriptoria" (Sabosik); "By Our Own Bootstraps: Making Document Delivery Work in Oregon" (Burkholder); "Document Delivery: An Annotated Selective Bibliography" (Khalil and Katz); "Automating Document Delivery: A Conference Report" (Ensor); and "Document Delivery Update".

PILOT PROJECTS and MODELS

Ardis, Susan B. and Karen S. Croneis. "Document delivery, cost containment and serial ownership." *C&RL News 48 (1987):624-27.*

Summaries a three-month study of four document delivery vendors. Shows cost-effectiveness of service and provides model of how a pilot project can be conducted. Vendors: CAS, CTIC, Global, NTIS.

Fuseler, Elizabeth A. "Providing access to journals - just in time or just in case?" *C&RL News 55 (1994):130-32+.*

Describes a two-year experiment in current awareness and document delivery services. Results show overall savings when document delivery services were used. However, for five titles with very heavy demand, subscriptions were more cost-effective. Vendors: ISI, UnCover.

Getz, Malcolm. "Economics: document delivery." *The Bottom Line 5 (Winter 1991-92):40-44.*

Presents vision of integrated document delivery services using both external and in-house (campus) sources. Describes Vanderbilt's system which links electronic book catalog, article indices and accounting systems with online request processing and fulfillment. Predicts that as "the cost of external fulfillment services continues to fall and the quality of network-oriented delivery improves, more clients will turn to document delivery." Concludes that the "critical issue will be the incremental cost of delivery from library stocks relative to the cost of external delivery services."

Hurd, Douglas P. and Robert E. Molyneus. "An evaluation of delivery times and costs of a non-library document delivery service," pp.182-85. In **Energies in Transition: Proceedings of the 4th National Conference of the Association of College and Research Libraries, Baltimore, Maryland, 1986**, edited by Danuta A. Nitecki. Chicago: ACRL, 1986.

Reports on preliminary results of study which compares delivery times and invoiced costs for documents ordered from both conventional ILL sources and UMI Article Clearinghouse.

Jackson, Mary. "Integrating ILL with document delivery: five models." *Wilson Library Bulletin 68 (September 1993):76-78.*

Examines the pros and cons of five different ways in which ILL managers can use commercial document suppliers: as a last resort, as a first resort, only for end-users who order directly for themselves, only for selected groups of patrons, when full-text is available. Choice depends on balancing timely delivery, cost-effectiveness, and less labor-intensive procedures.

Lewis, Martha. "Document delivery vendors: benefits and choices." *The Serials Librarian 23:3-4 (1993):217-24.*

Presents an overview of advantages and disadvantages of using commercial and non-commercial vendors. Points out areas that need to be covered in negotiating contracts and suggests steps in evaluating vendor performance.

Line, Maurice B. "Measuring the performance of document supply systems." *Interlending and Document Supply 16:3 (1988):81-88.*

Describes purposes of and gives guidelines for performance evaluation. Identifies four primary measures: fill rate (broken down by subject, form, and date); speed (broken down into the various steps involved); user satisfaction (because users' needs may not be articulated); and costs. Statistics collection is not as easy as it appears. Sampling is the best option until well-designed automated systems are developed.

McFarland, Robert T. "A comparison of science related document delivery services." *Science & Technology Libraries 13 (Fall 1992):115-44.*

Summarizes pilot project using CAS and nine other vendors. Compares costs, turnaround time, cost efficiency, fill rate, reliability, and vendor responsiveness to requests.

Trauner, Meg. "Client-based document delivery services." *Law Library Journal 85 (Spring 1993): 409-12.*

Compares traditional collection-centered model in which the library is viewed as a "collection of journals and books supported by copying and facsimile equipment" with client-based model in which the library is viewed as a service organization that provides, among other services, document delivery for specific clients. Result of shifting collection development policies from ownership to access.

DELIVERY METHODS

Bluh, Pamela M. "Striking a balance: document delivery in the nineties." *Law Library Journal 85 (1993):599-608.*

Introduces various forms of document delivery services: full-text online, CD-ROM databases, table of contents (TOC) services, and direct delivery of articles.

Finnigan, Georgia. "Document delivery gets personal." *Online 16 (May 1992):106-108.*

Discusses ordering and delivery options: email, FAX, electronic full-text, microfilm, and CD-ROM workstations. Vendors: OCLC, EBSCO, RLG's Ariel, NLM's Loansome Doc, Adonis, UMI.

Jackson, Mary. "Facsimile transmission: the next generation of document delivery." *Wilson Library Bulletin 62 (May 1988):37-43.*

Evaluates several models of fax machines. Dated but still useful in its coverage of features to look for and as a comparison with other methods of delivery (US mail and UPS options).

Jackson, Mary. "Document delivery over the Internet." *Online 17 (March 1993):14-21.*

Examines three systems for electronic delivery of documents: RLG's Ariel, North Carolina State University's Digitized Document Transmission Project, and Ohio State University's Network Fax Project. Workflow implications need to be taken into consideration as well as the fact that electronic transmission of documents is still in the developmental stage.

Jackson, Mary. "Integrating document delivery services with electronic document delivery technologies." *Law Library Journal 85 (1993):609-18.*

Gives criteria for selecting and evaluating suppliers and technologies with emphasis on RLG's CitaDel and Ariel. Points out three essential components of an information system: database citation system, document ordering system, and document delivery technologies.

Carrigan, Dennis. "From Interlibrary Lending to Document Delivery: The British Library Document Supply Centre." *Journal of Academic Librarianship 19:4 (1993):220-24.*

Gives a short historical account of lending services in Britain and describes current state and future plans for the Document Supply Centre (BLDSC).

Kennedy, Sue. "The role of commercial document delivery services in interlibrary loan." pp.66-79. In **Research Access through New Technology**, edited by Mary E. Jackson. New York: AMS Press, 1989.

Examines factors in increased ILL traffic and costs, reviews several document delivery vendors, and foresees a closer relations between ILL and document delivery services in libraries. Vendors: CAS, ISI's Genuine Article, UMI, IOD, BLDSC, MITS.

Khalil, Mounir. "Document delivery: a better option?" *Library Journal 118 (1 February 1993):43-47.*

Gives reasons why document delivery service is becoming more popular than ILL. Presents a list of suppliers with brief descriptions of services each offers. Vendors: ADONIS, Article Express, BLDSC, CISTI, CAS, DIALOG, Disclosure, Docutronics Information Services, Dynamic Information, EBSCO, ERIC, ESL, Faxon, Information Access, Information Express, IOD, Information Store, ISI Genuine Article, LEXIS, National Translations Center, OCLC, RLG, Research Publications, UMI Article Clearinghouse, UnCover2, USBE, NTIS.

Kurosman, Kathleen and Barbara Ammerman Durniak. "Document delivery: a comparison of commercial document suppliers and interlibrary services." *C&RL 55 (March 1994):129-39.*

Examines fill rates, costs, and response times of traditional interlibrary loan services and four commercial suppliers: UMI's Article Clearinghouse, ISI's The Genuine Article, IOD (Information on Demand), and TIS (The Information Store).

Leach, Ronald G. and Judith E. Tribble. "Electronic document delivery: new options for libraries." *Journal of Academic Librarianship 18:6 (1993):359-64.*

Review document delivery service from the point of view of systems available by remote access. Details criteria to evaluate such services. Vendors: UnCover, Faxon Finder, OCLC's ContentsFirst and ArticleFirst, RLG's CitaDel, UMI's ProQuest, ADONIS.

ISSUES

Drake, Miriam A. "Buying articles in the future." *Serials Review 18 (Spring and Summer 1992):75-77.*

Explores questions raised by the complexities of electronic transmission/publication, e.g., "acquisition on demand", market factors, hidden costs, the changing role of bookstores, and copyright issues.

"Electronic document delivery alternatives: Part 1." *Library Issues 12:7 (September 1992):1-4.*

Identifies limited budges, prices increases, and consumer index as factors forcing universities and libraries to find other options. Discusses access as an alternative to traditional collection development.

Everett, David. "Full-text online databases and document delivery in an academic library: too little too late?" *Online 17 (March 1993):22-25.*

Discusses testing of full-text online document delivery. Concludes that, because there are not enough journal titles are available in this form, it cannot satisfy the demand. Urges database producers to rapidly increase coverage or become irrelevant in terms of document delivery.

Friend, Frederick J. "Document delivery: a world solution to a world problem?" *IFLA Journal 19 (1993):374-84.*

Argues for a world-wide electronic document delivery service based on cooperation among librarians. Points out technical, organizational, and economic factors that need to be overcome in order to achieve this goal.

Jackson, Mary. "Library to library: the NAILDD project." *Wilson Library Bulletin 68 (November 1993):66-68.*

Discusses the North American Interlibrary Loan and Document Delivery (NAILDD) Project. Identifies project priorities. Suggests "Information Search, Retrieval and Delivery" as a more accurate and more descriptive name for the process. Explores linkages, standards, and management needed for the project.

Jackson, Mary. "Library to library: stand and deliver." *Wilson Library Bulletin 66 (April 1992):86-88.*

Explores enduser-initiated ordering of articles directly from vendors (Faxon Finder, UnCover2, CitaDel, and Loansome Doc), ordering that bypasses traditional ILL operations. Examines philosophical issues, funding concerns, and user satisfaction (including turnaround time). Urges libraries to learn about these services and to learn from them.

Gassaway, Laura N. "Document Delivery." *Computers in Libraries 14 (May 1994):25-32.*

Examines copyright implications for nonprofit libraries that create profit-making document delivery centers within the library. One of a series of articles in "Special Section: Fair Use and Copyright".

Kuta, Janice E. "AAP Seminar explores document delivery." *Publishers Weekly 239 (30 November 1992):20-21.*

Reports overview on seminar, touching mainly on publishers' concerns over the threats and opportunities of document delivery, the need to get involved if they "hope to retain control" (via copyright), and the future of the journal as we know it. Document delivery is "a reality driven by economic necessity, market demand and technology. The size and evolution of the market demands new business decisions and alliances."

August 1994

Annotated by Barbara Luszczynska
with assistance from Karen Croneis
and Christina McClarren.